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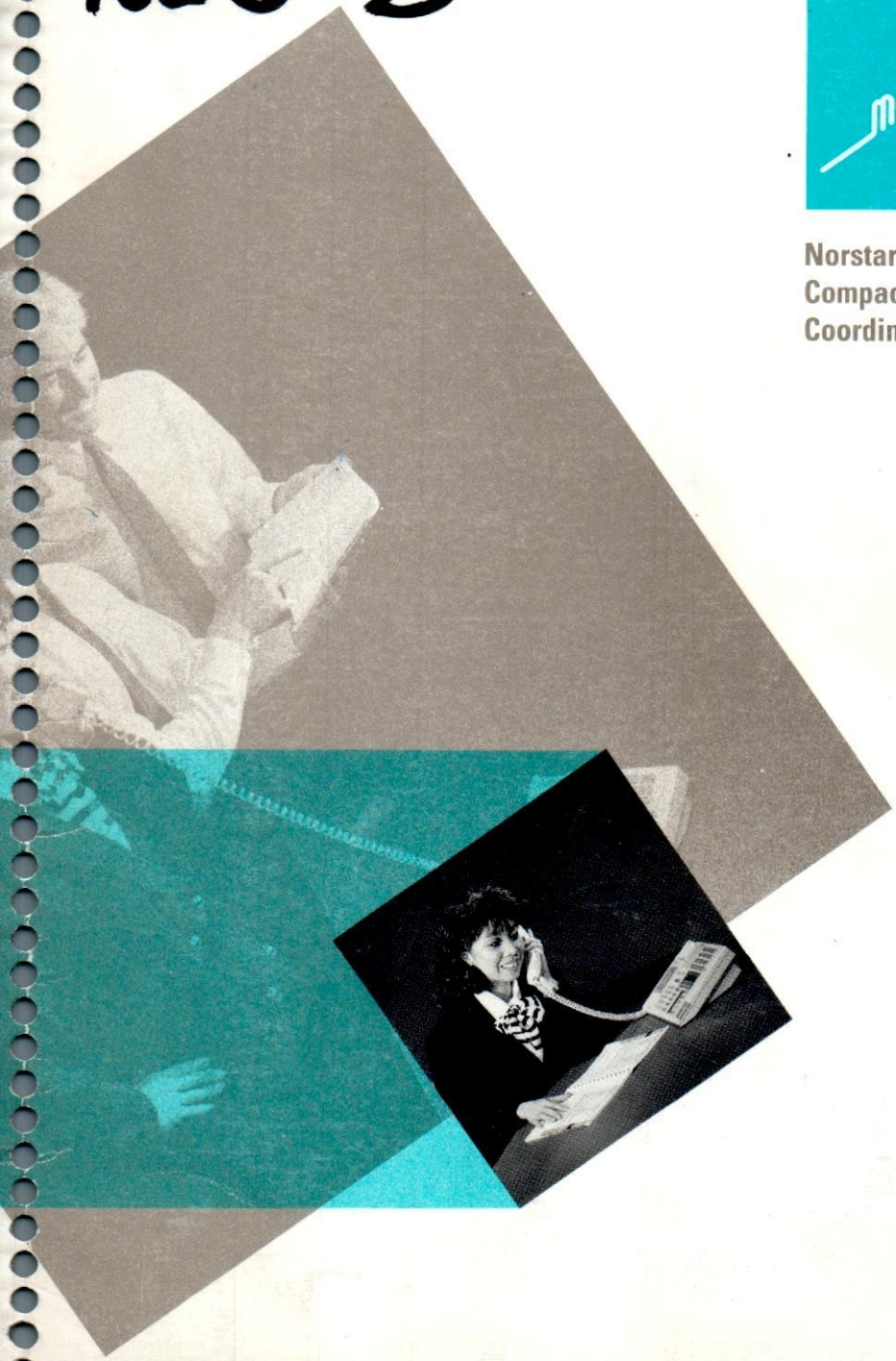
Norstar
Compact System
Coordinator Guide



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1 Introduction

Welcome to Norstar

Your company has acquired the Meridian Norstar* Compact Business Communications System. Norstar's advanced technology has been specifically designed to make your Norstar telephone system both flexible and simple to use.

As the Norstar System Coordinator, you will become the "local expert" responsible for customizing Norstar so that it best fits the way your organization operates. After reading this Guide you should be able to:

— recognize the **basic components** of a Norstar system: the Key Service Unit, and the telephones.

— make programming changes to **customize your system.**

— **train and help** your co-workers to use Norstar features and to personalize their phones.

— **know when to call your Service Representative** (or Installer) for technical programming changes to your system.

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Norstar System components

The Key Service Unit

The Key Service Unit (KSU) is a small computer installed in an inconspicuous place in your office; it is the system's control center. The KSU also has a connection for an optional emergency phone, so that calls can be made during a power failure.

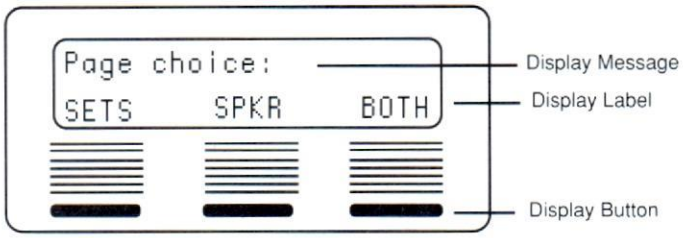
The Telephones

The Norstar Compact System uses three types of telephones: the **M7208**, the **M7310**, and the **M7324**. What makes them different from one another is the size of the Liquid Crystal Display (LCD), the display buttons, and the number and type of programmable memory buttons. Reading the *User Card* that comes with each telephone will help you become familiar with the different phones.

The display and display buttons

Each telephone is equipped with a one or two line LCD where prompts and messages appear to help you while using your telephone. The bottom line is reserved for use with the display buttons. Different labels for these buttons describe an option that you may select while using a Norstar feature.

The diagram shows an example of what appears on the display of the M7324 and M7310 telephones during the use of the Page feature.



Memory buttons

Memory buttons can be programmed to recall and automatically dial a phone number or access a feature. This gives you one touch access to the phone numbers and features you use most.

There are two types of memory buttons: single and dual. Single memory buttons store one number or feature, and dual memory buttons (on the M7310 only) store any combination of the two.

All single memory buttons are alongside a vertical LCD panel. A triangular indicator ▶ may appear beside each button in this panel, depending on what the button has been programmed to do. These indicators make it easy for you to determine which features are in use. A Busy Lamp Field (BLF) may be used to indicate the status of the M7310 dual memory buttons.

Snap-on button caps

Memory buttons have removable snap-on caps which identify the.programmed feature. You can also add your own label under a clear faced cap with the paper labels supplied.

Button cap abbreviations

Some of the feature names have been abbreviated to fit on the button cap. The following list expands each abbreviation for a few of the abbreviations possible:

Button Cap	Explanation
Call Fwd.	Call Forward
DND	Do Not Disturb
Last No.	Last Number Redial
Saved No.	Saved Number Redial
Pick-up	Call Pickup (Group)
Conf/Trans	Conference, and Transfer using Conference

The M7208 Telephone

The M7208 has a single 16 character LCD and eight single memory buttons.

The M7208 Telephone

When you first get your system, the buttons on the M7208 are labelled to match the system's default setting. Your Service Representative may have altered some of the buttons slightly depending on which configuration option (template) was programmed during installation.

Square template	Hybrid template	PBX template
Line 1	Line 1	Pick Up
Line 2	Line Pool	Transfer
Last No.	Last No.	Last No.
Page	Page	Page
Conf/Trans	Conf/Trans	Conf/Trans
Speed Dial	Speed Dial	Speed Dial
Intercom	Intercom	Intercom
Intercom	Intercom	Intercom

The M7310 Telephone

The M7310 has a two line by 16 character display, ten single memory buttons, and 12 dual memory buttons.

The M7310 Telephone

When you first get your system, the buttons on the M7310 are labelled to match the system's default setting. Your Service Representative may have altered some of the buttons slightly depending on which configuration option (template) was programmed during installation.

Square template

Line1	Conf/Trans
Line2	Last No.
CallFwd.	Voice Call
Pick-up	Intercom
Page	Intercom

Hybrid template

Line1	Conf/Trans
LinePool	Last No.
CallFwd.	VoiceCall
Pick-up	Intercom
Page	Intercom

PBX template

DND	Conf/Trans
Transfer	Last No.
CallFwd.	Voice Call
Pick-up	Intercom
Page	Intercom

Dual Memory Buttons

The diagram below shows the default intercom numbers for the M7310 dual memory buttons. They are pre-programmed this way even if the system does not have a telephone for each number.

Each telephone will have a blank button in place of its own intercom number.

Set 33	Blank	Blank
Set 21	Set 25	Set 29
Set 34	Blank	Blank
Set 22	Set 26	Set 30
Set 35	Blank	Blank
Set 23	Set 27	Set 31
Set 36	Blank	Blank
Set 24	Set 28	Set 32

The M7324 Telephone

The M7324 has a two line by 16 character display and 24 single memory buttons.

The M7324 Telephone

When you first get your system, the buttons on the M7324 are labelled to match the system's default setting. Your Service Representative may have altered some of the buttons slightly depending on which configuration option (template) was programmed during installation.

Square template		Hybrid template		PBX template	
Line1	Call Fwd.	Line1	Call Fwd.	Blank	Call Fwd.
Line2	Speed Dial	Line Pool	Speed Dial	Blank	Speed Dial
Blank	Last No.	Blank	Last No.	Blank	Last No.
Blank	Saved No.	Blank	Saved No.	Blank	Saved No.
Blank	Conf/Trans	Blank	Conf/Trans	Blank	Conf/Trans
Blank	Transfer	Blank	Transfer	Blank	Transfer
Blank	DND	Blank	DND	Blank	DND
Blank	Pick-up	Blank	Pick-up	Blank	Pick-up
Blank	Voice Call	Blank	Voice Call	Blank	Voice Call
Blank	Page	Blank	Page	Blank	Page
Blank	Intercom	Blank	Intercom	Blank	Intercom
Blank	Intercom	Blank	Intercom	Blank	Intercom

Customizing Norstar

Norstar is very flexible because it is programmable at three levels:

— Administration Programming

— Personal Programming

— Configuration Programming

Customizing with Administration programming

Administration programming lets you change various system-wide settings, as well as some specific settings for each line or telephone. With Norstar Administration, you can continue to keep your office telephone system running smoothly and efficiently.

The following lists the eight Administration programming settings:

— **System Speed Dial** assigns a two digit code (01-70) for quick dialing from any phone of up to 70 telephone numbers.

— **Names** identifies lines or telephones by name (for example, LAURA or ROOM 6). When you call a co-worker, the name appears on the display of your co-worker's telephone.

— **Time and Date** sets the system's clock, which shows the time and date on each telephone's display.

— **Restrictions** prevent the use of telephone numbers on calls that contain specific digits, such as directory assistance (411) or long distance (1).

— **Overrides** allows system-wide exceptions to a Restriction, such as allowing 1-800 numbers when all other long distance calls are restricted.

— **Permissions** assigns seven special features to any telephone in your system. Two examples are Full Handsfree (using the phone without lifting the receiver), and Priority Call (overriding other calls to announce an urgent call).

— **Night Service** makes special arrangements for after-hours calls. For example, you can assign incoming calls to ring both at the normal destination and at a designated Night Ringing Phone.

— **Passwords** is a security feature which enables you to give special dialing privileges to selected staff members. Passwords can be used to grant or deny access both to Administration programming and to Restriction Overrides.

Preparing for Administration programming

Keeping the settings up to date are even easier than programming them the first time. And changes need to be made only when you discover that new settings would be more advantageous to you and your co-workers.

You can perform a number of operations in Administration programming:

— scan the settings to review what has been assigned
— enter a new setting
— erase an existing setting
— move to another heading or sub-heading
— copy settings to another line or telephone.

You will soon discover that you can make many Administration changes without having to reread the instructions! This is because Norstar is "menu-driven"; once you find the correct heading, Norstar will prompt you with instructions on the telephone display.

Choose the telephone

You can perform Administration programming from the M7208, the M7310, or the M7324 telephone. Only one telephone can access Norstar Administration at a time.

Decide when to program

The telephone you are using for Administration programming cannot be used to make or receive calls. Your co-workers will still be able to use their telephones, but they will not be able to do the following at their telephones: Autodial and feature programming onto a memory button, and Personal Speed Dial programming.

Review the Norstar Programming Record

The *Norstar Compact DR2 Programming Record* is a convenient way to record your Administration settings. Your Service Representative filled in the Configuration settings, and left the Administration section of the *Programming Record* with you.

If you are performing Administration on a new system, you will find that many of the options are pre-assigned. These are called the default settings. You may leave them as they are, or change them as you wish. The *Programming Record* shows the Administration defaults.

Review the Telephone User Cards and Receiver Cards

Each Meridian Norstar telephone has its own *Receiver Card* (located beneath the receiver) and *Telephone User Card*, which lists the most commonly used features and operations of the Norstar telephones.

Obtain the button caps

Each telephone also comes with snap-on caps with labels to identify the buttons that you program. Some of the caps are already printed with a feature name. Use the Button Inquiry feature to check the function of each button and to de-activate the buttons as you press the cap on. See the "Button Inquiry" section in the "Feature Operations" chapter for more information.

Locate the following types of buttons on your telephone

Feature	Feature button
Rls	Release button
Hold	Hold button
1 , A	Dialpad buttons

The display and the display buttons are shown in this Guide as follows:

Password:	Horizontal display
EXIT	Display button

Obtain the Programming Overlay

On the last page of this Guide, you will find one Programming Overlay for the M7310 and M7324 telephones, and one for the M7208. Punch out the appropriate Overlay and place it beside the telephone that you will be using for Administration programming.

Locate these four buttons which appear on every Overlay:

Heading	To move "up" to the next heading or sub-heading.
Show	To begin programming for a heading or sub-heading
Next	To move to the next message on the display.
Back	To move to the previous message on the display.

Since there are no display buttons on the M7208, the Overlay assigns their functions to the buttons as follows:

Copy	To copy line or telephone programming.
Yes	For Installer use only.
Backspace	To move the display cursor back one position.
No	For Installer use only.
Change	To alter a programmed function.
Remove	To remove a line from a telephone.
Add	To add a line to a telephone.
Retry	To re-enter an incorrect Administration Password.
OK	To accept an Administration Password.

M7208 Telephone with a Norstar Programming Overlay

M7310 Telephone with a Norstar Programming Overlay

M7324 Telephone with a Norstar Programming Overlay

Required information before you start

First read about the eight features in the "Programming" chapter, then find out how people in your office would like the features programmed. You should gather the following information:

- the numbers of the installed outside lines
- the intercom numbers of each installed telephone
- outside numbers which will be programmed for the entire office as Speed Dial codes
- names to be given to lines and telephones
- lines and telephones that will be subject to Restrictions and Overrides

— telephones which will have each Permission feature turned ON or OFF

— how you would like to Administer your system to make the best use of the Night Service feature

— Administration and Restriction passwords.

Customizing with Personal programming

Each telephone can be personalized so that features and telephone numbers can be programmed to specific buttons. Ask your co-workers which features they will use, and help them program the features onto memory buttons on their own phones. These features are described in more detail in the "Personal Programming" section of the "Programming" chapter.

Customizing with Configuration programming

This involves programming some of the more technical aspects of your system and is done by your Service Representative. For an overview of what Configuration does, see the section "Configuration Programming" of the "Programming" chapter.

Training your co-workers

You can use your expertise with Norstar to help everyone program and use the features on their telephones. Since you may be performing all of your system's Administration programming, you may also want to consult with your co-workers before making changes that affect their telephones.

The best way to prepare yourself for these tasks is to read through this Guide and practice the Administration and Feature Operation procedures on your own. Begin by examining the components of your Norstar system, identifying the buttons on the different types of telephones, and reading the *User Cards* that come with each telephone.

It is important for everyone in the office to know that you are the System Coordinator and when you will be available for consultation. You should introduce yourself at staff meetings when the system is being installed, and ask everyone to examine the *Telephone User Card* that came with their telephone.

You may want to schedule short training sessions for small groups of employees, beginning with the most common feature operations. Individual consultation is another good way to help them program their features, and to plan your Administration programming. Be sure to tell everyone where you keep this Guide, so that they can consult it when you are absent.

Knowing when to call your Service Representative

Ask your Service Representative for the service department's phone number, and write it down. If you have problems with your Norstar equipment, phone your Service Representative. If you have problems with programming or using any of the features, first read the appropriate section of this Guide and try again before phoning your Service Representative.

2 Programming

Administration programming

Entering Administration

1. Complete all calls on your telephone.
2. Enter the Administration Access code, using the feature button and the dialpad:
   Press [Feature] [*] [*] [A] [D] [M] [I] [N]
   which is the same as:
   Press [Feature] [*] [*] [2] [3] [6] [4] [6]
3. The display shows [1.Sys speed dial]
   OR
   The display shows [Password:] Enter the Administration password (the password does not appear on the display as you enter it).

   If the correct password is entered, or if no password is required the display shows [1.Sys speed dial] and three triangular indicators ▶ appear on the vertical display next to the rows of buttons.

   If an incorrect password is entered, the display does not change. Check the password (if you have an M7208, place an Overlay over the eight buttons). Press the [RETRY] display button (or the [Retry] button on the M7208) and re-enter the password.
4. If you have not already done so, place the correct Overlay over the buttons pointed to by the indicators ▶

Exiting from Administration

You can end the Administration session whenever you wish by simply pressing the orange [Rls] button on your Norstar telephone. Since Norstar records all changes as you make them, there is no need to worry about leaving the session without "saving" them.

1. Press the [Rls] button.
   The display shows [End of session]

   If you never pressed the [CHANGE] display button (or the [Change] button on the M7208) the settings in your system were not altered.

Entering settings

Some settings allow you to choose from a variety of pre-defined options, such as No or Yes; or for another example, Page Zone 1, 2, or 3. Some settings require you to enter a number or name instead of the system automatically providing the options. In these cases, a cursor appears (a small line which appears on the display beneath a blank space), and you can enter the desired setting from the dialpad.

Sometimes, you can press the [BKSP] display button (or the [Backspace] button on the M7208) to "backspace" or move the cursor one position backwards. This helps you to re-enter a character if you made an incorrect entry.

1. System Speed Dial

How It Works

System Speed Dial allows you to program up to 70 telephone numbers so that they can be dialed from any phone in your system with a two digit code (01 to 70). The maximum length of a Speed Dial Number is 16 digits. In Administration, you can see which numbers are assigned to each of the 70 codes, then add or delete entries (a new system contains no Speed Dial entries).

Helpful hints

— Since the System Speed Dial codes are available to all of your telephones, they should be reserved for emergency numbers and for outside numbers that are called regularly by many people in the office. For less frequently used numbers, see the "Autodial" and "Speed Dial - Personal" section in the "Feature Operations" chapter for more information.

— To place calls using System Speed Dial, follow the procedures in the "Feature Operations" chapter or on the User Cards for each telephone.

System Speed Dial Procedures

To enter Administration

Follow the procedure "Entering Administration" on page 2-1.

To scan the entries

Begin with `1.Sys speed dial` on the display.

1. Press [Show] The display shows `Show entry: _`
2. Press [Next] The display shows `#01:` If a telephone number had been previously entered, it appears after the colon.
3. Press [Next] repeatedly to look at the System Speed Dial codes (01-70). To move backwards through the entries, press [Back] repeatedly.
4. When you are finished, follow the exit procedure at the end of this section.

To change a System Speed Dial number

Begin with [1.Sys speed dial] on the display.

1. Press [Show] The display shows [Show entry: _]
2. Enter the two-digit System Speed Dial code.
   OR
   Press [Next] until the desired code (01-70) appears.
3. Press [CHANGE] (or [Change]) Any previous entry is erased.
4. Enter the new telephone number, including all digits such as an initial [9] or an area code, that must be dialed to call the number manually (for example, [#01:97652443]). Use the [BKSP] display button (or [Backspace] on the M7208) if required.
   OR
   Go to step 5 if you wish to erase the System Speed Dial number.
5. Press [Next] to move to the next System Speed Dial code.
6. When you are finished, follow the exit procedure at the end of this section.

System Speed Dial Exit procedure

1. Press [Heading] until the display shows [1.Sys speed dial]
2. Press [Next] or [Back] to move to another heading and perform other Administration tasks.
   OR
   Press [Rls] to exit from Administration programming.

2. Names

How It Works

Programming Names allows you to personalize office communications by giving recognizable names to outside and inside lines. The name will appear instead of the line number or intercom number of the calling party. Names can contain both letters and numbers, but cannot be longer than seven characters. The # and * symbols cannot be used.

Helpful Hints

— You might give a Name to a line which is used for only one purpose, such as a private line, or to a line which is assigned to only one telephone, such as "SHOP" or "RM 105". Lines can also be named by their seven-digit telephone numbers (for example, 555-1234).

— If some of your telephones are used by many people, it may be more sensible to name them after their location - such as LAB, GATE, or RM 123 - rather than giving them a person's Name. It is also a good idea to check with the people involved to ensure that the proposed Names are acceptable.

— The Name and intercom number of a telephone remains the same if the telephone is moved to another location within your system (the Automatic Phone Relocation Feature must be ON).

— Two lines cannot have the same name. If you enter a line Name which has already been used, you will hear an error tone, and [Use unique name] appears on your display.

You can give the same Name to two or more telephones, or to a telephone and a line in your system. To avoid confusion, avoid duplication; use creative combinations of initials, abbreviations, or even nicknames to give each telephone a unique Name.

— For more information, see the "Names" section in the "Feature Operations" chapter.

Names Procedures

Entering Characters

Most buttons on the dialpad have three or four letters and a number on them. Press the button one, two, three or four times, depending on the letter or number desired. For example, one press on the [2] button enters an "A", a second press enters a "B", a third press enters a "C", and a fourth changes the letter to the number "2". A fifth press would change the entry back to an "A". This happens only in Names programming; at other times, the dialpad buttons enter numbers only.

Cursor Controls

The cursor is the small line which appears on the display beneath a blank space (for example, [Set 21:_]) Characters which are entered using the dialpad appear above the cursor. The following list explains what buttons you press to move the cursor:

[#]	Moves the cursor right
[*]	Moves the cursor left
[BKSP]	Moves the cursor left, erasing the letter above the cursor (or [Backspace] on the M7208)
[--->]	Moves the cursor right ([#] on the M7208)
[<---]	Moves the cursor left (or [Backspace] on the M7208)

To enter a blank space, press ([#]) or the [--->] display button twice before entering the next character, as in "PAT L".

Remember that the intercom number is the two-digit number used to call between telephones within your office system.

To enter Administration

Follow the procedure "Entering Administration" on page 2-1.

To scan the list of telephones

Begin with [2. Names] on the display.

1. Press [Show] twice. The display shows [Show set: _]
2. Press [Next] repeatedly to display the telephone names.
3. When you are finished, follow the exit procedure at the end of this section.

To change the name of a telephone

Begin with [2. Names] on the display.

1. Press [Show] The display shows [Set names]
2. Press [Show] again. The display shows [Show set: _]
3. Enter the intercom number of the appropriate telephone.
   OR
   Press [Next] until the desired intercom number is shown.
4. Press [CHANGE] (or [Change]) A cursor appears, and the Name disappears from the display.
5. Enter the first character of the desired Name by pressing the appropriate dialpad button one, two, three, or four times.
   OR
   Press [Next] to erase the Name. The telephone's intercom number is stored as its Name. Go to step 7.
6. Press [#] or [-->] to move the cursor to the next position. Continue entering characters (remember the seven character limit).
7. To enter the Name for another telephone:
   Press [Heading] to return to the [Show set: _] sub-heading.
   OR
   Press [Next] to show the name for the next intercom number.
8. When you are finished, follow the exit procedure at the end of this section.

To change the name of an outside line

Begin with [2. Names] on the display.

1. Press [Show] The display shows [Set names]
2. Press [Next] The display shows [Line names]
3. Press [Show] The display shows [Show line: _]
4. Enter the one digit number of the desired line.
   OR
   Press [Next] until the desired line number is shown.
5. Press [CHANGE] (or [Change]) A cursor appears beside the colon, and the line number disappears.
6. Enter the first character of the desired Name by pressing the appropriate dialpad button one, two, three, or four times.
   OR
   Press [Next] to erase the Name. The line number is stored as its Name. Go to step 8.
7. Press [#] or [-->] to move the cursor to the next space. Continue entering characters (remember the seven character limit).
8. To enter the Name for another line, press [Heading] to return to the [Show line: _] sub-heading.
   OR
   Press [Next] to show the name for the next line.
9. When you are finished, follow the exit procedure at the end of this section.

Names Exit procedure

1. Press [Heading] until the display shows [2. Names]
2. Press [Next] or [Back] to move to another heading
   OR
   Press [Rls] to exit from Administration programming.

3. Time and Date

How It Works

When a Norstar telephone is in its normal idle state, the display shows the current time and date, for example: `Mar 31 3:45 pm` When active, some Norstar features cause a different message to appear. If the display is blank, the telephone may be disconnected, or there may be no power to the Key Service Unit (KSU). If power is out for more than three consecutive days, or if you reset the system defaults, the display will show `Jan 1 1:00 am` when the system is restarted. When power is restored, the clock will begin to run again, but the time will be incorrect.

During normal service, the time display in English is in 12-hour format with "am" or "pm"; in the Alternate Language, the time is always displayed in 24-hour format:

English	`May 24 3:22 pm`
French	`24 mai 15h22`
Spanish	`24 May 15:22`

In Administration, all entries must consist of either one or two digits. For example, March is entered as either "3" or "03". During Administration, the time is shown in 24-hour format for all languages. If the system is being administered in English and the hour entry is less than 13, the display prompts you to specify "am" or "pm".

For more information, see the "Time and Date" section in the "Feature Operations" chapter.

Time and Date Procedures

To enter Administration

Follow the procedure "Entering Administration" on page 2-1.

To change the Time

Begin with [3. Time and date] on the display. This example uses the setting 3:45 pm, March 31, 1989.

1. Press [Show] The display shows [Time 15:45]
2. Press [CHANGE] (or [Change]) The display shows [Hour: 15]
   OR
   If you do not wish to change this setting, go to step 5.
3. Press [CHANGE] (or [Change]) The previous hour setting is erased.
4. Enter the desired digit(s) in 12 or 24-hour format from the dialpad.
5. Press [Next] The display shows [Minutes: 45] If you do not wish to change this setting, go to step 8.
6. Press [CHANGE] (or [Change]) The previous minutes setting is erased.
7. Enter the desired digit(s) from the dialpad.
8. Press [Next]
   If the display shows [AM] or [PM], go to step 9.
   OR
   If the display shows [Date 31 Mar 89], go to step 11.
9. Choose the proper AM or PM setting by pressing the [CHANGE] display button (or [Change]).
10. Press [Next] The display shows [Date 31 Mar 89]
11. Proceed to change the date (starting at step 3 in the next procedure), or follow the exit procedure at the end of this section.

To change the Date

Begin with [3. Time and date] on the display. This example uses the setting 3:45 pm, March 31, 1989.

1. Press [Show] The display shows [Time 15:45]
2. Press [Next] The display shows [Date 31 Mar 89]
3. Press [CHANGE] (or [Change]). The display shows the year: [Year: 89]
   OR
   If you do not wish to change this setting, go to step 6.
4. Press [CHANGE] (or [Change]). The previous setting is erased.
5. Enter the last two digits of the desired year.
6. Press [Next] The display shows [Month: 03] If you do not wish to change this setting, go to step 9.
7. Press [CHANGE] (or [Change]). The previous setting is erased.
8. Enter the desired digit(s) from the dialpad.
9. Press [Next] The display shows [Day: 31] If you do not wish to change this setting, go to step 12.
10. Press [CHANGE] (or [Change]) The previous setting is erased.
11. Enter the number of the desired date.
12. Follow the exit procedure at the end of this section.

Time and Date Exit procedure

1. Press [Heading] until the display shows [3. Time and date]
2. Press [Next] or [Back] to move to another heading.
   OR
   Press [Rls] to exit from Administration programming.

4. Restrictions

How It Works

A Restriction prohibits outside calls from your office using numbers containing specified digits, such as Directory Assistance (411) or the operator (O). You can apply Restrictions either to entire lines or to individual telephones. Dialing a restricted number results in an alerting tone and the display message [Restricted call] The call is then dropped.

Restrictions can range from the very general, such as preventing all long-distance calls from any telephone, to the very particular, such as preventing calls to a specific taxi company from the telephone near the front door.

Two other sections of this chapter relate to Restrictions: Overrides and Restriction Passwords. Each allows certain people or certain telephone numbers to avoid the programmed Restrictions.

Your Norstar system comes with the five default Restrictions listed in the following table. In order to function, they have to be assigned to the appropriate lines and telephones.

Table Entry Number	Default Restriction	Purpose
#1	**0**	Prevents calls to the Operator.
#2	**1**	Prevents all direct-dialed long-distance calls.
#3	**411**	Prevents calls to local Directory Assistance.
#4	**1*1***	Prevents direct-dialed long-distance calls to any area code with "1" as the middle digit (example: 416). The asterisk "*" is a "wild card" character that stands for any digit.
#5	**1*0***	Prevents long-distance calls to any area code with "0" as the middle digit.

Restrictions apply from left to right, starting at the leftmost character. The second Restriction, for example, prohibits calls that begin with "1" (for example, long distance calls), but does not block calls to numbers which have "1" in other positions.

You can also program your own Restrictions. Note that the asterisk (*) is a "wild card" character that stands for any digit. The maximum length of a Restriction sequence is eight characters, including digits and asterisks. The maximum number of Restrictions allowed per Norstar system is 30, any or all of which can be applied to any line or telephone in the system.

Restrictions are placed on either the line or the telephone itself. Restrictions applied to a telephone affect calls made from it on any line; those applied to a line affect calls from all telephones on that line.

Helpful Hints

— If the Restrictions in your system are too limiting, see the "Overrides" section in this chapter. Overrides allow you to disable Restrictions on individual lines or telephones, or to permit calls to certain numbers.

— If your Restrictions do not prevent all of the calls you want to stop, perhaps the Restrictions may not apply to all of the necessary lines or sets, an unauthorized person may know a Restrictions password, or one of the Overrides may be allowing too many calls to override a Restriction.

— To prevent long-distance calls outside your area code, while permitting long-distance calls within your area code, use the two default Restrictions 1*1* and 1*0* for the same line or telephone.

— If you only want to reserve a certain line or telephone for incoming calls, apply a Restriction that consists of a single asterisk (*). This blocks the dialing of any digit, thereby prohibiting all outgoing calls.

— A Restriction of eight asterisks (********) applied to a line or telephone prevents all calls to numbers longer than seven digits.

— If you use Centrex or PBX features such as Link or Timed Release, remember that because they are dialed as digits in a phone number, they might accidentally correspond to one of your Restrictions.

— Restrictions that apply to a line can be easily copied as a group to another line. Restrictions that apply to a telephone can also be copied to another telephone. This procedure is a significant time saver, especially when new telephones or lines are being added to an established system.

Restrictions Procedures

Restriction programming has three parts. The following describes each part, identified by the associated sub-heading:

`Table entries`	You enter each of the 30 Restrictions.
`Applied to lines`	You assign, as required, a Restriction to each line.
`Applied to sets`	You assign, as required, a Restriction to each telephone.

To enter Administration

Follow the procedure "Entering Administration" on page 2-1.

To scan all Restrictions

Begin with `4. Restrictions` on the display.

1. Press Show. The display shows `Table entries`
2. Press Show again. The display shows the first table entry number with a Restriction following the colon (for example, `#1:0`)
3. Press Next repeatedly to scroll forward through the table entries, as far as #30 if you wish. Press Back to scroll backwards through the entries. At #30, pressing Next changes the display to `Applied to lines`
4. When you are finished, follow the exit procedure at the end of this section.

To change a Restriction

Begin with [4. Restrictions] on the display.

1. Press [Show] The display shows [Table entries]
2. Press [Show] again. The display shows the first Restriction.
3. Press [Next] repeatedly until the desired entry or blank space appears on the display.
4. Press [CHANGE] (or [Change]) Any previous entry is erased.
5. Enter the desired character sequence from the dialpad. Use the [BKSP] display button (or [Backspace] on the M7208) if required. The maximum number of digits or asterisks is eight.
   OR
   Go to step 6 to erase the Restriction.
6. Press [Next] to move to the next Restriction.
7. When you are finished, follow the exit procedure at the end of this section.

To scan or change Restrictions to a line

Begin with [4. Restrictions] on the display.

1. Press [Show] The display shows [Table entries]
2. Press [Next] The display shows [Applied to lines]
3. Press [Show] The display shows [Show line: _]
4. Enter the desired line number from the dialpad. The display shows the first Restriction from the table, with Y (Yes) or an N (No) to indicate whether the Restriction applies (for example [0:N]).
5. Press [CHANGE] (or [Change]) to change between Y and N if you wish to apply or remove the Restriction.
6. Press [Next] to see the next Restriction.
7. When the final table entry appears on the display, press [Next] The display shows [Show line: _] You can now enter Restrictions for another line.
8. When you are finished, follow the exit procedure at the end of this section.

To scan or change Restrictions to a telephone

Begin with [4. Restrictions] on the display.

1. Press [Show] The display shows [Table entries]
2. Press [Next] twice. The display shows [Applied to sets]
3. Press [Show] The display shows [Show set: _]
4. Enter the desired intercom number from the dialpad. The display shows the first Restriction from the table, with a Y (Yes) or an N (No) to indicate whether the Restriction applies (for example [411:Y]).
5. Press [CHANGE] (or [Change]) to change between Y and N if you wish to apply or remove the Restriction.
6. Press [Next] to see the next Restriction.
7. When the final table entry appears on the display, press [Next] The display shows [Show set: _] You can now enter Restrictions for another telephone.
8. When you are finished, follow the exit procedure at the end of this section.

To copy line Restrictions

Begin with [4. Restrictions] on the display.

1. Press [Show] The display shows [Table entries]
2. Press [Next] The display shows [Applied to lines]
3. Press [Show] The display shows [Show line: _]
4. Press the [COPY] button under the display (or [Copy] on the M7208). The display shows [Source: _]
5. Enter the number of the line to be copied.
   The display changes to [Copy to line:_]
6. Enter the number of the line to receive the new Restrictions.
   The display briefly shows [Copied X to Y] with appropriate line numbers in place of the X and Y. The display then changes to [Copy to line:_] of step 5. You may now copy the same Restrictions to another line.
7. When you are finished, follow the exit procedure at the end of this section.

To copy telephone Restrictions

Begin with [Applied to sets] on the display.
Follow steps 3 to 7 from the "To copy line Restrictions" procedure. The display messages will refer to "sets" instead of "lines", and use the intercom number instead of line numbers.

Restrictions Exit procedure

1. Press [Heading] until the display shows
   [4. Restrictions]
2. Press [Next] or [Back] to move to another heading and perform other Administration tasks.
   OR
   Press [Rls] to exit from Administration programming.

5. Overrides

How It Works

An Override is a number that is programmed to bypass a Restriction that would normally apply to an outside line or a telephone. For example, if your system has a general Restriction against long distance calls, you may still want to allow long distance calls to head office on certain lines or certain telephones. To do this, you program the head office number as an Override, then apply it to the desired lines or telephones.

Your Norstar system comes with five default Overrides, as listed in the table below. In order for them to function, you must first apply them to lines or telephones.

Table Entry Number	Default Overrides	Purpose
#1	**1800**	Permits long-distance calls to toll-free numbers beginning with "1800".
#2	**1555**	Permits calls to long-distance Directory Assistance within the caller's area code.
#3	**1*1*555**	Permits calls to long-distance Directory Assistance in any area code that has a middle digit of "1" (example: 416). The asterisk "*" is a "wild card" character that stands for any digit.
#4	**1*0*555**	Permits calls to long-distance Directory Assistance in any area code that has a middle digit of "0" (example: 709).
#5	**911**	Permits calls to the general emergency number "911" for fire, police, or ambulance service.

Override characters apply from left to right, starting at the leftmost character. The "1800" Override, for example, permits long-distance calls that begin with 1800, but has no effect on numbers such as 1-807-555-1800.

The maximum length of an Override sequence is 14 characters, including digits and asterisks. The maximum number of Overrides in any Norstar system is 10.

Like Restrictions, Overrides are applied independently to lines and telephones. An Override on a particular telephone will not remove any Restrictions applied to lines which that telephone uses.

Helpful Hints

— Overrides that apply to one line can be easily copied as a group to another line. Similarly, Overrides that apply to one telephone can also be copied to another telephone. This procedure is a significant time saver, especially when new telephones or new lines are being added to an established system.

— The universal Override for all Restrictions is a string of 14 asterisks (*). When this Override is applied to a line or telephone, it bypasses all Restrictions.

— If your Overrides are not allowing calls as intended, they may not be applied to all of the necessary lines or sets. A number may bypass one Restriction because of your Override, only to be blocked by another Restriction; or, a telephone number may bypass a Restriction on a telephone, but be blocked by a Restriction on a line.

— Restrictions can also be overridden using Restriction Passwords, which you can activate and change in Administration programming. Passwords can override any Restriction on a line or a telephone in your Norstar system.

Overrides Procedures

Override programming has three parts. The following describes each part, identified by the associated sub-heading:

`Table entries`	You enter each of the 10 Overrides.
`Applied to lines`	You assign, as required, an Override to each line.
`Applied to sets`	You assign, as required, an Override to each telephone.

To enter Administration

Follow the procedure "Entering Administration" on page 2-1.

To scan the available Overrides

Begin with `5. Overrides` on the display.

1. Press Show. The display shows `Table entries`
2. Press Show again. The display shows the first number in the Override table.
3. Press Next repeatedly to scroll forward through the table entries, as far as #10 if you wish. At #10, pressing Next changes the display to `Applied to lines`
4. While an entry is displayed, you can press Back to scroll backwards through the list.
5. When you are finished, follow the exit procedure at the end of this section.

To change an Override

Begin with `5. Overrides` on the display.

1. Press Show. The display shows `Table entries`
2. Press Show again. The display shows the first number in the Override table.
3. Press Next repeatedly until the desired entry or a blank entry appears on the display.
4. Press `CHANGE` (or Change).

5. Enter the desired telephone number from the dialpad.
   The maximum length of an Override is 14 characters. Use the [BKSP] display button (the [Backspace] button on the M7208) if required.
   OR
   Go to step 6 to erase the Override.
6. Press [Next] to move to the next Override.
7. When you are finished, follow the exit procedure at the end of this section.

To scan or change Overrides to a line

Begin with [5. Overrides] on the display.

1. Press [Show] The display shows [Table entries]
2. Press [Next] The display shows [Applied to lines]
3. Press [Show] The display shows [Show line: _]
4. Enter the line number from the dialpad. The display shows the first Override from the table, with Y (Yes) or N (No) to indicate whether the Override applies.
5. Press [CHANGE] (or [Change]) to change the display between Y and N if you wish to apply or remove the Override.
6. Press [Next] to see the next Override.
7. When the final table entry shows on the display, press [Next] [Show line: _] appears on the display. You can now enter Overrides for another line.
8. When you are finished, follow the exit procedure at the end of this section.

To scan or change Overrides to a telephone

Begin with [5. Overrides] on the display.

1. Press [Show] The display shows [Table entries]
2. Press [Next] twice. The display changes to [Applied to sets]
3. Press [Show] The display shows [Show set: _]
4. Enter the set number (intercom number) from the dialpad. The display shows the first Override from the table, with Y (Yes) or N (No) to indicate whether the Override applies.
5. Press [CHANGE] (or [Change]) to change the display between Y and N if you wish to apply or remove the Override.
6. Press [Next] to see the next Override.
7. When the final table entry shows on the display, press [Next] [Show set: _] appears on the display. You can now enter Overrides for another telephone.
8. When you are finished, follow the exit procedure at the end of this section.

To copy line Overrides

Begin with [5. Overrides] on the display.

1. Press [Show] The display shows [Table entries]
2. Press [Next] The display shows [Applied to lines]
3. Press [Show] The display shows [Show line: _]
4. Press [COPY] (or [Copy]) The display shows [Source: _]
5. Enter the number of the line to be copied. The display shows [Copy to line:_]
6. Enter the number of the line to receive the Overrides. The display briefly shows [Copied X to Y] with appropriate line numbers in place of the X and Y. The display then changes to [Copy to line:_] of step 5. You may now copy the same Overrides to another line.

7. When you are finished, follow the exit procedure at the end of this section.

To copy telephone Overrides

Begin with [Applied to sets] on the display. Follow steps 3 to 7 from the "To copy line Overrides" procedure. The messages will refer to "sets" instead of "lines", and use intercom numbers instead of line numbers.

Overrides Exit procedure

1. Press [Heading] until the display shows [5. Overrides]
2. Press [Next] or [Back] to move to another heading and perform other Administration tasks.
   OR
   Press [Rls] to exit from Administration programming.

6. Permissions

How It Works

Permissions are seven features that you can assign to each telephone in your system. The features are listed and briefly described in the table below.

Permissions	Default Setting	Other Settings
Full Handsfree Allows you to make or receive calls without picking up the receiver, and allows a headset to be used with the telephone.	**No**	Yes
Handsfree Answerback Allows you to answer a Voice Call without lifting the receiver.	**Yes**	No
Pickup group Telephones in the same Pickup group can be used to answer any calls ringing on another telephone in the group.	**No**	1/2/3/4
Page Zone You can assign each telephone in your system to one of three Page Zones, or prevent any telephones from receiving Page messages.	**1**	2/3/No
Auxiliary Ringer You can allow all incoming calls that ring on a particular telephone to also ring at the Auxiliary Ringer.	**No**	Yes
Receive Tones Each telephone or other device on an intercom line can be programmed to receive Internal Tones.	**No**	Yes
Priority Call You can control whether or not each telephone in your system can interrupt calls or override Do Not Disturb in order to place urgent inside calls.	**No**	Yes

Helpful Hints

— **Full Handsfree** When Handsfree/Mute is assigned to a telephone, a [Handsfree] button appears as the lowest button on the right side of the LCD panel. This feature frees your hands while you are talking on the telephone. It also makes it easy for two or more people in one room to speak to a third party during a Conference call. Full Handsfree is not recommended for open work areas, since privacy cannot be maintained and background noise can be picked up by the Handsfree microphone.

Handsfree must be assigned to any telephone that has a headset. See the "Headset" and the "Handsfree/Mute" section in the "Feature Operations" chapter for more information.

— **Handsfree Answerback** This feature is based on a voice-activated microphone which allows the recipient of a Voice Call to answer without touching the telephone. It should be assigned as "No" for telephones that never receive Voice Calls, and where the person receiving a Voice Call either does not need to respond, or wishes to respond only by using the receiver.

— **Pickup group** This setting is associated with the Call Pickup feature. Groups are formed by assigning the same Pickup number to several phones, allowing people to take calls arriving at each other's desks. Each telephone can be in only one of Norstar's four Pickup groups. Calls on private lines cannot be picked up, even if both telephones are in the same Pickup group. Note that if several telephones have the same lines, they do not need to use Call Pickup or even be in the same Pickup group to answer each other's calls.

— **Page Zone** This feature lets you assign telephones to paging groups (zones). Where announcements would be disruptive or irrelevant, such as in a conference room, assign Page Zone to "No". In order to assign the most appropriate Page Zone to each telephone, consider who will need to make page announcements, and whom they will wish to contact.

— **Auxiliary Ringer** The Auxiliary Ringer is an external ringer, which must be purchased separately and connected to your Norstar system before this feature can be used. The ringer rings for outside calls to the phones you select in Permissions, and also by all calls on certain outside lines assigned in Configuration programming.

Night Ringing Phones can also be administered to drive the Auxiliary Ringer. You can control this in the "Night Service" section of Administration programming.

— **Receive Tones** When Norstar is used with certain kinds of equipment, such as FAX and answering machines, the equipment may have to receive tones from another Norstar telephone using the Internal Tones feature. This means that the device must be active on an established non-conferenced call, and have the "Receive Tones" setting assigned to "Yes".

— **Priority Call** This feature permits a person to interrupt a co-worker who is engaged in a call or is using the Do Not Disturb feature. Apply this feature only to telephones where such interruptions can be justified.

Permissions Procedures

To enter Administration

Follow the procedure "Entering Administration" on page 2-1.

To scan the Permissions

Begin with [6. Permissions] on the display.

1. Press [Show] The display shows [Show set: _]
2. Enter the intercom number of the telephone you want to check. The display shows [Full handsfree:], with a Y (Yes) or N (No) to indicate whether Handsfree is in effect.
3. Press [Next] to see the setting for the next Permission.

4. Repeat step 3 to check the five remaining Permissions, or press [Back] to move backward through the list. From the last Permission, [Priority call:], you can return to the [Show set: _] sub-heading by pressing [Next] This allows you to check the permissions on another telephone by repeating steps 2 and 3.
5. When you are finished, follow the exit procedure at the end of this section.

To apply or remove Full Handsfree

Begin with [6. Permissions] on the display.

1. Press [Show] The display shows [Show set: _]
2. Enter the intercom number of the telephone you want to check. The display shows [Full handsfree:] with a Y (Yes) or N (No) to indicate whether Handsfree is in effect.
3. Press [CHANGE] (or [Change]) to alter the Full Handsfree setting.
4. Press [Next] to continue setting Permissions.
   OR
   Follow the exit procedure at the end of this section.

Install the [Handsfree] button caps on the proper buttons of telephones with Full Handsfree assigned, or remove the [Handsfree] button caps from telephones which no longer have the feature.

[Handsfree] always appears on the button in the lower right corner of the LCD panel, and shifts the [Intercom] line buttons (if any) up one position.

To apply or remove Handsfree Answerback

Begin with [6. Permissions] on the display.

1. Press [Show] The display shows [Show set: _]
2. Enter the intercom number of the telephone you want to check. The display shows [Full handsfree:] with a Y (Yes) or N (No) to indicate if the feature is in effect.
3. Press [Next] The display shows [HF Answerback:]
4. Press [CHANGE] (or [Change]) to alter the Handsfree Answerback setting.
5. Press [Next] to continue setting Permissions.
   OR
   Follow the exit procedure at the end of this section.

To change the Pickup Group

Begin with [6. Permissions] on the display.

1. Press [Show] The display shows [Show set: _]
2. Enter the intercom number of the telephone you want to check. The display changes to [Full handsfree:] with a Y (Yes) or N (No) to indicate if the feature is in effect.
3. Press [Next] twice. The display shows [Pickup group:], followed by a group number or NO.
4. Press [CHANGE] (or [Change]) until you have selected the desired pickup group number.
   OR
   Press [CHANGE] (or [Change]) until NO appears. This removes the telephone from all Pickup Groups.
5. Follow the exit procedure at the end of this section.

To change the Page Zone

Begin with [6. Permissions] on the display.

1. Press [Show] The display shows [Show set: _]
2. Enter the intercom number of the telephone you want to check. The display shows [Full handsfree:] with a Y (Yes) or N (No) to indicate if the feature is in effect.
3. Press [Next] three times. The display shows [Page zone:], with a number indicating the Page Zone to which the telephone belongs.
4. Press [CHANGE] (or [Change]) until you have selected the desired Page Zone.
   OR
   Press [CHANGE] (or [Change]) until NO appears. This removes the telephone from all Page Zones.
5. Press [Next] to continue setting Permissions.
   OR
   Follow the exit procedure at the end of this section.

To apply or remove the Auxiliary Ringer

Begin with [6. Permissions] on the display.

1. Press [Show] The display shows [Show set: _]
2. Enter the intercom Number of the telephone you want to check. The display shows [Full handsfree:] with a Y (Yes) or N (No) to indicate if the feature is in effect.
3. Press [Next] four times. The display shows [Aux. Ringer:], with a Y (Yes) or N (No) to indicate whether the Auxiliary Ringer is activated from the telephone.
4. Press [CHANGE] (or [Change]) to alter the setting.
5. Press [Next] to continue setting Permissions.
   OR
   Follow the exit procedure at the end of this section.

To apply or remove Receive Tones

Begin with [6. Permissions] on the display.

1. Press [Show] The display shows [Show set: _]
2. Enter the intercom number of the telephone you want to check. The display shows [Full handsfree:] with a Y (Yes) or N (No) to indicate if the feature is in effect.
3. Press [Next] five times. The display shows [Receive tones:] with a Y(Yes) or N(No) to indicate if the telephone can receive tones.
4. Press [CHANGE] (or [Change]) to alter the setting.
5. Press [Next] to continue setting Permissions.
   OR
   Follow the exit procedure at the end of this section.

To apply or remove Priority Calls

Begin with [6. Permissions] on the display.

1. Press [Show] The display shows [Show set: _]
2. Enter the intercom number of the telephone you want to check. The display shows [Full handsfree:] with a Y (Yes) or N (No) to indicate if the feature is in effect.
3. Press [Next] six times. The display shows [Priority call:] with a Y (Yes) or N (No) to indicate if this feature is permitted.
4. Press [CHANGE] (or [Change]) to alter the setting.
5. Press [Next] The display shows [Show set: _]
   OR
   Follow the exit procedure at the end of this section.

To copy Permissions from one telephone to another

Begin with [6. Permissions] on the display.

1. Press [Show] The display shows [Show set: _]
2. Press [COPY] (or [Copy] on the M7208). The display shows
   [Source: _]
3. Enter the intercom number of the telephone you want to copy. The display shows [Copy to set:_]
4. Enter the number of the telephone that is to receive the Permissions. The message [Copied XX>YY] (with appropriate intercom numbers in place of the Xs and Ys) briefly appears to indicate a successful copy. The display then changes to [Copy to set:_] of step 3. You may now copy the same Permissions to another telephone.
5. When you are finished, follow the exit procedure.

Permissions Exit procedure

1. Press [Heading] until the display shows
   [6. Permissions]
2. Press [Next] or [Back] to move to another heading and perform other Administration tasks.
   OR
   Press [Rls] to exit from Administration programming.

7. Night Service

How It Works

Night Service is a collection of five features that allow you to set up your office telephone system for special after-hours service. Each feature has a programmable setting in Administration. The features are:

— **Trunk Answer** You turn this feature ON or OFF for the entire Norstar system.

— **Night Dial Zero Phone** You assign one telephone for the entire system to receive Dial Zero intercom calls.

— **Night Control Phone** You assign one telephone for each outside line to turn Night Service ON or OFF for that line.

— **Night Ringing Phone** You assign one telephone for each outside line to ring when that line is in Night Service mode.

— **Night Auxiliary Ringer** You choose if the Auxiliary Ringer will ring for incoming outside calls on each line in Night Service mode.

For more information see the "Night Service" section in the "Feature Operations" chapter.

Helpful Hints

— Night Service programming gives you a great deal of freedom in your arrangements for handling after-hours telephone calls. You might want to select a different Night Ringing Phone for each outside line and assign a Night Control Phone to each line. Or, you might assign the same Night Ringing Phone and Night Control Phone for any selection of lines in your system. You can even choose whether or not each Night Ringing Phone will drive the Auxiliary Ringer.

— When you designate a Night Ringing Phone, choose a location where it will be heard after normal working hours, such as a security guard's desk or the office of someone who is working late.

— The default Night Service assignments are the same as the default Prime Phone intercom number (21).

— If a call arrives at a Night Ringing Phone, it can be answered at other telephones using Call Pickup, provided this feature is available to the telephone answering the call. The Trunk Answer feature, if activated, allows the call to be answered at any telephone whether or not Call Pickup can be used.

— A person who receives calls after regular office hours may want to have them answered at a Prime Phone where there is someone available to take calls at night. Program Night Service features for the Prime Phone and for the lines assigned to the telephone that is going to be answered at the Prime Phone:

1. Assign the Prime Phone as the Night Control Phone. The Prime Phone will then be used to turn Night Service ON or OFF.
2. Assign the Prime Phone as the Night Ringing Phone.
3. Make sure that each line at the Prime Phone is programmed as "Ringing" by your Service Representative in the "Line Access" section of Configuration programming.

— A busy manager may want to have all calls answered by a secretary or receptionist during the day. One way to do this, even on Private lines, is to program Night Service for the secretary's phone in the same way as the Prime Phone was programmed in the previous example.

  Calls can also be answered by the manager when the secretary is away. The secretary's telephone has control of when Night Service is turned ON and OFF.

— If you are often working in two locations, you may want your calls to ring at both locations at certain times. Program Night Service as follows for the lines assigned to your telephone:

1. Assign the more commonly used telephone as the Night Control Phone.
2. Assign the less commonly used telephone as the Night Ringing Phone.

3. Make sure that each line is programmed as "Ringing" by your Service Representative in the "Line Access" section of Configuration programming.

   On the days that you will be often in both places, or will be mostly in the location of the less commonly used telephone, make sure Night Service is turned ON.

Night Service Procedures

To enter Administration

Follow the procedure "Entering Administration" on page 2-1.

To permit Trunk Answer for the system

Begin with [7. Night Service] on the display.

1. Press [Show] The display shows [Trunk answer:] with a Y (Yes) or N (No) to indicate if this feature is turned ON.
2. Press [CHANGE] (or [Change]) to alter the setting.
3. Press [Next] to continue programming Night Service.
   OR
   Follow the exit procedure at the end of this section.

To assign a Night Dial Zero Phone for the system

Begin with [7. Night Service] on the display.

1. Press [Show] The display shows [Trunk answer:] with a Y (Yes) or N (No) to indicate if this feature is turned ON.
2. Press [Next] The display shows [Night-0 set:XX] (with the appropriate intercom numbers in place of the Xs).
3. Press [CHANGE] (or [Change]) A cursor replaces the numbers.
4. Enter the intercom number of the telephone.
5. Press [Next] to continue setting Night Service.
   OR
   Follow the exit procedure at the end of this section.

To assign the Night Control Phone to a line

Begin with [7. Night Service] on the display.

1. Press [Show] The display shows [Trunk answer:] with a Y (Yes) or N (No) to indicate if this feature is turned ON.
2. Press [Next] twice. The display shows [Show line: _]
3. Enter the number of the line for which you wish to change the Night Service settings. The display shows [Night ctrl: XX] (with the appropriate intercom numbers in place of the Xs).
4. Press [CHANGE] (or [Change]). A cursor replaces the numbers.
5. Enter the intercom number of the telephone which you want as the Night Control Phone for this line.
6. Press [Next] to continue setting Night Service.
   OR
   Follow the exit procedure at the end of this section.

To assign the Night Ringing Phone to a line

Begin with [7. Night Service] on the display.

1. Press [Show] The display shows [Trunk answer:] with a Y (Yes) or N (No) to indicate if this feature is turned ON.
2. Press [Next] twice. The display shows [Show line: _]
3. Enter the number of the line for which you wish to change the Night Service settings. The display shows [Night ctrl: XX] (with the appropriate intercom numbers in place of the Xs).
4. Press [Next] The display shows [Night ring: XX] (with the appropriate intercom numbers in place of the Xs).
5. Press [CHANGE] (or [Change]) A cursor replaces the numbers.
6. Enter the intercom number of the telephone which you want to be the Night Ringing Phone for this line.

7. Press [Next] to continue setting Night Service.
   OR
   Follow the exit procedure at the end of this section.

To program Night Auxiliary Ringer

Begin with [7. Night Service] on the display.

1. Press [Show] The display shows [Trunk answer:] with a Y (Yes) or N (No) to indicate if this feature is turned ON.
2. Press [Next] twice. The display shows [Show line: _]
3. Enter the number of the line. The display shows [Night ctrl: XX] (with the appropriate intercom numbers in place of the Xs).
4. Press [Next] twice. The display shows [Night aux ring:] with a Y (Yes) or N (No) to indicate if the feature is in effect.
5. Press [CHANGE] (or [Change]) to alter the setting.
6. Press [Next] The display shows [Show line: _]
   OR
   Follow the exit procedure.

Night Service Exit procedure

1. Press [Heading] until the display shows [7. Night Service]
2. Press [Next] or [Back] to move to another heading and perform other Administration tasks.
   OR
   Press [Rls] to exit from Administration programming.

8. Passwords

How It Works

Norstar Passwords can be assigned to prevent misuse of your telephone system. There are two kinds of Passwords:

Administration Passwords You must enter a password, consisting of up to six digits, in order to enter Administration. This prevents unauthorized or unintentional changes to settings.

Restriction Passwords Your Norstar system supports up to 25 four-digit passwords which allow you to override all call Restrictions in your system. Each Restriction password is identified by a one or two digit number (00 to 24).

Helpful Hints

- Keep a record of all of your Passwords in a secure place.
- If you lose the Administration password, you will not be able to access Norstar Administration. Call your Service Representative to cancel your password or create a new one through Norstar Configuration.
- For security reasons, it is a good idea to change passwords periodically.
- Overrides are an alternative way of bypassing Restrictions on lines or telephones

Passwords Procedures

To enter Administration

Follow the procedure "Entering Administration" on page 2-1.

To change the Administration password

Begin with [8. Passwords] on the display.

1. Press [Show] The display shows [Admin. password]
2. Press [CHANGE] (or [Change]) The display shows [New pswd: _]
3. Enter the digits of the new password (maximum six digits) from the dialpad. Use the [BKSP] display button (or [Backspace] button on the M7208) if required.
   OR
   Press [OK] (or [OK] on the M7208) to erase the Password. The display briefly shows [Password erased], and then [Admin. password] Go to step 7.
4. Press [OK] (or [OK]) to confirm the new password. The display shows [Re-enter: _]
5. Enter the new password again.
6. Press [OK] (or [OK])
   The display shows [Password changed]
   OR
   [Pswd not changed] if you did not enter the same password again. The display returns to the display message in step 1 where you must start again.
7. Press [Heading] until the display shows [8. Passwords]
   OR
   Follow the exit procedure at the end of this section.

Do not forget to record the new Administration password and keep it in a safe but easily remembered place.

To change a Restriction password

Begin with [8. Passwords] on the display.

1. Press [Show] The display shows [Admin. password]
2. Press [Next] The display shows [Restriction pswd]
3. Press [Show] The display shows [Show pswd: _]
4. Enter the two-digit number (between 00 and 24) of the password you wish to change. The display shows the number you enter followed by the corresponding password.
   OR
   Press [Next] The display shows the lowest numbered password ([Pswd 0:]) followed by a four digit password (if programmed).
5. Press [CHANGE] (or [Change]) The programmed password disappears.
6. Enter the new four-digit password from the dialpad.
   OR
   Press [Next] The Password is erased.
7. Press [Next] to continue to the next password.
   OR
   Follow the exit procedure.

Passwords Exit procedure

1. Press [Heading] until the display shows [8. Passwords]
2. Press [Next] or [Back] to move to another heading and perform other Administration tasks.
   OR
   Press [Rls] to exit from Administration programming.

Personal programming

You can customize buttons on a Norstar telephone as:

— **Feature memory buttons** Pressing this type of memory button will automatically start a feature for you. Each of these buttons is programmed with the appropriate feature code.

— **Autodial memory buttons** Pressing this type of memory button will automatically dial a number for a call. Autodial is a special type of feature because it stores not only a feature code (for Access Signalling), but also a sequence of digits and symbols.

You can change the feature assigned to a telephone button, except for the [Line], [Intercom] and [Handsfree] buttons. These buttons can only be assigned through Configuration or Administration programming.

Button Inquiry is a useful feature to learn right away. It allows you to check what is programmed on a button without actually using the feature that it controls. See the "Button Inquiry" section in the "Feature Operations" chapter for more information and a description of how to use this feature.

Feature memory buttons

Programming feature memory buttons

You must first obtain the code for the feature you wish to program. Refer to your *Telephone User Card* , the Feature Code Quick Reference at the end of this Guide, or the appropriate sections in the "Feature Operations" chapter.

To program a feature onto a memory button

1. Press [Feature] [*] [3]
   The display shows `Press a key`
2. Press any memory button except the [Line], [Intercom] or [Handsfree] buttons. The display shows `Feature code:`
   (On the M7310, remember to press the shift button before programming the top half of the dual memory buttons.)

3. Press [Feature] and the desired feature code (for example, feature code 74 for Call Park).
   The display briefly shows [Key programmed]
   OR
   [Feature moved] if the feature has already been programmed onto another button. The feature is automatically removed from the previous button.

Label the memory button.

To erase a feature memory button

1. Press [Feature] [*] [1] The display shows [Press a key]
2. Press the button you wish to erase.
   The display shows [Enter digits]
   OR
   The display shows [Program and HOLD] (M7208 only).
3. Instead of entering numbers, just press the [OK] display button
   OR
   Press [Hold]
   The display briefly shows [Key erased]

Activating a feature

1. Press the programmed memory button.

Cancelling a feature

Not all features can be cancelled once they are in use. Some features may be involved in an active call (such as Transfer), and some features are completed as soon as they are requested (such as Page).

As a general rule, **do not** press the [Rls] button, as this may disconnect your telephone from an active call.

To cancel a feature:

1. Press the same memory button again if the associated indicator ▶ is ON.
   OR
   Press [Feature] [#] followed by the feature code. This option is not available for cancelling all features. Check the Feature Code Quick Reference at the end of the Guide.

Autodial memory buttons

Autodial buttons allow you to program buttons on your Norstar telephones for one-touch dialing of outside or inside (intercom) numbers. See the "Autodial" section of the "Feature Operations" chapter for information on how to use Autodial buttons.

Inside Autodial

For one-button access to frequently-dialed intercom numbers, use Norstar's Inside Autodial feature. Inside Autodial buttons can be programmed to dial any intercom number in your Norstar system, except "0" (the Dial Zero Phone).

To program Inside Autodial numbers

1. Press Feature * 2 The display shows
   Press a key (A key is another name for a button.)
2. Press a memory button. The display shows
   Intercom #: _
   (On the M7310 telephone, remember to press the Shift button if you want to program the top half of a dual memory button.)
3. Enter the intercom number to be stored. The display briefly shows Key programmed
   OR
   Feature moved if the feature has already been programmed onto another button. Autodial is automatically removed from the previous button.

Label the memory button.

To erase an Inside Autodial memory button

Follow the procedure "To erase a feature memory button" in the "Programming Feature Memory Buttons" section.

Outside Autodial

For one-button access to frequently dialed numbers outside your office, use the Outside Autodial feature. Autodial numbers are subject to Call Restrictions and Overrides.

To program Outside Autodial numbers

1. Press Feature * 1 The display shows Press a key
2. Press a memory button. The display shows Enter digits or Program and HOLD (M7208 only)
   (On the M7310 telephone, remember to use the shift button to program the top of a dual-memory button.)
3. Dial the telephone number to be stored.
4. Press the Hold or OK display button (M7324 and M7310 only)
   The display briefly shows Key programmed
   OR
   Feature moved if the feature has already been programmed onto another button. Autodial is automatically removed from the previous button.

Label the memory button.

To erase an Outside Autodial memory button

Follow the procedure "To erase a feature memory button" in the "Programming Feature Memory Buttons" section.

Configuration programming

Your Service Representative may consult with you or with your management before programming the best configuration for your company. If you need more information, or if you would like to have any of these settings changed, contact your Service Representative.

The three basic configurations, or **templates**, are called **Square**, **Hybrid**, and **PBX** (Private Branch Exchange). Templates assign some basic system characteristics which can be further customized in Configuration.

Configuration programming settings are grouped into five sections:

— **Line Data** Assigns settings to each outside line.

— **Line Access** Assigns settings to each telephone.

— **Call Handling** Assigns system-wide settings.

— **Miscellaneous** Assigns system-wide settings.

— **Change DNs** Changes the intercom number of any telephone.

The following tables summarize the Configuration programming settings. Factory settings are shown in **bold** type; your Service Representative may have changed some of them for you already. The left column lists the programming setting, and the right column lists the options which can be assigned to each setting.

Line Data (programming each line)

Type	**Public**, Private, Line Pool
Mode	**Pulse**, Tone
Auxiliary Ringer	**Yes**, No
Full Auto-Hold	Choose Yes if the Full Auto-Hold on idle line feature is to be turned ON for the line, or choose **No**.
Prime Phone	Any intercom number (**21**)

Line Access (programming each telephone)

Line Assignment	Assign any installed outside line to each telephone (Lines **1** and **2** are assigned).
Ringing	Select if the telephone will ring or not ring for calls on each assigned line (**No ring** on lines 1 and 2, and **Ring** on any remaining lines; except the default Prime Phone, which has **Ring** for all lines).
Line Pool Access	Assign each telephone to **none**, one, two, or three Line Pools.
Intercom Keys	Assign one, **two**, or no intercom buttons to each telephone.
Prime Line	**None**, any assigned outside line, any assigned Line Pool, or an intercom line

Call Handling (system-wide programming)

Held Line Reminder	Choose Yes if Held Line Reminder (HLR) is to be turned ON, or choose **No**.
Remind Delay	If HLR is assigned to Yes, then assign a delay of 30, **60**, 90, 120, 150, or 180 seconds before HLR occurs for a call.
DRT to Prime Phone	Choose **Yes** if Delayed Ring Transfer (DRT) to Prime Phone is to be turned ON, or choose No.
DRT delay	If DRT is assigned to Yes, then assign a delay of 1, 2, **3**, 4, or 6 rings before DRT occurs for a call.
Transfer Callback	Assign **3**, 4, 5, 6, or 12 rings before a Callback occurs for a transferred call.
Park Timeout	Assign a delay of 30, **45**, 60, 90, 120, 150, or 180 seconds before a Callback occurs for a Parked call.
On Hold	Assign **Tones**, Music, or Silence to be heard by someone on a call placed on hold.

Miscellaneous (system-wide programming)

Background Music	Yes, **No**
Dial-0 Phone	Any intercom number (**21**)
Link Time	100, 200, 300, 400, 500, **600**, 700, 800, 900, 1000 milliseconds
Phone Relocation	Choose Yes if the Automatic Phone Relocation feature is to be turned ON, or choose **No**.
Line Pool Codes	Assign one Line Pool code to each of the three Line Pools. A Line Pool code can be one to four digits in length. The default is no digits assigned.
Installer Password	A password used by the Service Representative to obtain access to Configuration programming.

Change DNs (programming each telephone)

Individual DNs	Assign a new intercom number between 21 and 99 to any telephone.

3 Feature Operations

Norstar features

Norstar features allow you to easily answer and make calls, and to use your Norstar system in the most efficient way possible. In some cases, the assignment of features to particular telephones or lines is under the control of the System Coordinator (through Administration Programming) or the Installer or Service Representative (through Configuration Programming).

Other features are always available to all telephones, and many are designed to be customized by the individual user. Most features are accessed by pressing the Feature button and the feature code. For convenient single-touch access, you can program features onto memory buttons. See the "Personal Programming" section in the "Feature Operations" chapter for more information.

Feature Reference Guide

This chapter lists all of the Norstar features in alphabetical order, and is your guide to customizing and using all of the Norstar features. You will learn what each feature can do for you, and how to use them. For features with settings assigned by Administration or Configuration programming, you will be directed to the appropriate sections of this Guide.

Access Signaling

You can access or link through to outside systems, such as Centrex or a Private Branch Exchange (PBX) by using one of the Access Signaling features (also known as End-to-End Signaling).

Features on the other system are accessed with standard dialpad digits and symbols from your telephone, or using the Link, Pause, Run/Stop, and Timed Release features. These features are described under separate sections in this chapter.

Programming an Access Signal onto a Feature memory button

If you use an Access Signalling code often, program it onto a separate feature memory button. For example, if you often need to use Link to activate a Centrex transfer feature, program the Link code (Feature 7 1) onto a feature memory button. See the "Personal Programming" section of the "Programming" chapter for information on programming feature memory buttons.

Programming an Access Signal onto an Autodial memory button

To program an Access Signal as part of a longer Autodial number, enter Norstar's feature code for that signal along with the rest of the number. The Access Signal code can be placed anywhere in the Autodial sequence. Each Access Signalling sequence uses three of the 16 characters available for an Autodial or Speed Dial number. See the "Personal Programming" section of the "Programming" chapter for information on programming Autodial memory buttons.

Speed Dial Access Signaling

Access signaling sequences can also be stored in System Speed Dial or Personal Speed Dial. Speed Dial codes can contain a maximum of 16 characters; each Access Signaling code will use three of those available characters.

Follow the procedures given in the "Speed Dial—Personal" and "Speed Dial—System" sections of this chapter, entering the Access Signaling code as part of the number.

Access Signaling with pulse dialing

If your outside lines are programmed for pulse dialing, pressing # switches your telephone temporarily to tone dialing. Tone dialing lets your telephone produce Internal Tones for communication with devices and services that respond to such signals (for example, automatic switchboards, FAX and answering machines, and Centrex features). Once you hang up, the telephone will return to pulse dialing. See the "Pulse/Tone Dialing" section for further information.

Accidental Disconnect Protection

This feature allows you to keep a call if you accidentally drop the receiver back into the cradle while trying to pick it up to take a call. As long as you pick up the receiver within one second, the call will remain connected.

To retrieve your connected call

1. Pick up the receiver.
   OR
   Press Handsfree

Autodial

The Autodial feature allows you to program buttons on your Norstar telephones for one-touch dialing of outside numbers or intercom numbers. See the "Personal Programming" section in the "Programming" chapter for information on how to program Autodial buttons.

Inside Autodial

To use Inside Autodial

1. Press an Inside Autodial button to make a call to the selected inside number. The system selects a free inside line, then places the call.
   OR
   Press an Inside Autodial button while connected to another call. The first call is held automatically and the new call is started.

Outside Autodial

To use Outside Autodial

With an assigned Prime Line

1. Press an Outside Autodial button. Autodial will select your telephone's Prime Line, pause for two seconds, and then dial the stored sequence.
   OR
   If your Prime Line is busy, you must manually select a free line.

With no assigned Prime Line

1. Select an outside line manually or press [Line Pool] (if programmed).
2. Press the Autodial button. The stored number will be dialed on the selected line.
   (If you try to use an Autodial button without selecting a line, the display shows [Select a line])

Automatic Line Selection

Answering calls

When more than one call rings at your telephone at the same time, one of the calls will be selected automatically when you lift the receiver or press the [Handsfree] button. Calls are answered in the following order:

— calls on your Prime Line (if assigned)

— calls on outside lines

— calls on inside lines.

If there is more than one call of the same type, the call which has been ringing longest will be answered first. If this feature is to operate for incoming outside calls, the outside line must be assigned to ring by your Service Representative in the "Line Access" section of Configuration programming.

To override automatic line selection

1. Press the line button of the call you want to answer.
2. Pick up the receiver.
   OR
   Press Handsfree

Making calls

If your telephone has a Prime Line

1. Lift the receiver.
   OR
   Press Handsfree
   The Prime Line will be selected for your call.
2. Make the call.

If the Prime Line is in use

1. Select a line manually or use the Line Pool.
2. Lift the receiver.
   OR
   Press Handsfree
3. Make the call.

Automatic Phone Relocation

If Automatic Phone Relocation is turned ON, you can move any telephone to a new location in the Norstar system without losing the settings already programmed for that telephone. Intercom numbers, Autodial settings, Personal Speed Dial codes and features programmed on your memory buttons remain with your telephone.

To move a telephone, simply unplug it from one location and plug it into the new location. To avoid confusion, move your telephones one at a time, and do not add new telephones until the old ones have all been relocated.

Programming Automatic Phone Relocation

This feature is turned ON or OFF by your Service Representative in the "Miscellaneous" section of Configuration programming.

Auxiliary Ringer

An Auxiliary Ringer is an external device, such as a wall mounted bell, that lets you know your telephone is ringing. It must be purchased separately and properly installed before use with your Norstar system.

If a telephone is programmed to ring at the Auxiliary Ringer and also to receive Voice Calls, the Auxiliary Ringer cannot be activated. The Auxiliary Ringer does not ring for inside calls if the telephone that rings is in Do Not Disturb mode, or forwarded to a telephone which is not assigned to ring at the Auxiliary Ringer.

Programming Auxiliary Ringer

The Auxiliary Ringer can be programmed to ring:

— for calls on specific outside lines ("Line Data" section of Configuration programming)

— for calls to specific telephones ("Permissions" section of Administration programming)

— for calls on specific outside lines placed into Night Service ("Night Service" section of Administration programming).

Background Music

You can listen to music through your telephone speaker if there is an external sound source, such as a customer-supplied radio, connected to the KSU. The music automatically stops when you make or answer a call. Adjust the level of the music with the Volume button at each telephone.

Programming Background Music

This feature is made available to all telephones by your Service Representative in the "Miscellaneous" section of Configuration programming.

To turn Background Music ON

1. Press the Music button.
   OR
   Press Feature 8 6
   You hear music through your telephone speaker.

To cancel Background Music

1. Press the Music button again.
   OR
   Press Feature # 8 6

Busy Lamp Field

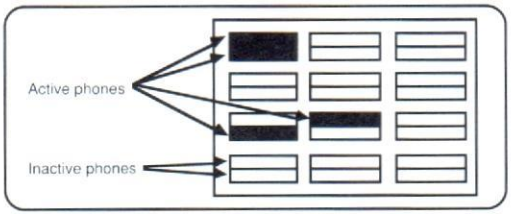
The Busy Lamp Field (BLF) is an add-on device for the Norstar M7310 telephone that indicates whether other Norstar telephones are busy or in Do Not Disturb mode. It is particularly useful for a secretary or receptionist who is responsible for connecting calls to a number of other telephones.

The BLF replaces the regular M7310 telephone base and has a display that is mounted above and behind the dual memory buttons.

The Busy Lamp Field on the M7310 Telephone

How the Busy Lamp Field works

There are two states: ON (a darkened indicator for a telephone in use) and OFF (a clear indicator for a telephone that is free to receive a call). Each BLF indicator corresponds to one of the dual memory buttons.



If a BLF indicator is ON, the telephone associated with that indicator is connected on an inside or outside call, active in Norstar Administration, or in Do Not Disturb mode. Calls on hold will appear as idle lines; the indicator will be OFF.

In order to be monitored by the BLF, a telephone must be programmed for Inside Autodial on one of the 12 dual memory buttons of the monitoring telephone (the BLF indicator does not turn ON if the memory button is programmed for outside Autodial or any other feature except Do Not Disturb). Either the top or bottom of a button may be used; when a telephone is on a call or in Do Not Disturb mode, the appropriate half of a BLF indicator will be darkened. With 12 dual boxes, the BLF can monitor up to 24 phones.

Button Inquiry

This feature lets you check the function of any Line , Intercom or memory button on your Norstar telephone.

When labelling buttons, activate Button Inquiry so that the action of pressing the caps into place does not activate the feature programmed onto the button.

— Button Inquiry cannot be used while you are on a call.

— Incoming calls to your telephone will still ring while you are using Button Inquiry. Answer by lifting the receiver. This turns Button Inquiry OFF.

To use Button Inquiry

1. Press Feature * 0
   The display shows Press any key
2. Press the button you want to check.
3. Read the display.
4. Repeat Steps 2 and 3 as often as necessary.

To return to normal operation

1. Press Feature
   OR
   Press the EXIT display button (M7324 and M7310 phones only).
   OR
   Press Rls
   OR
   Lift the receiver.

The following table summarizes the use of the Button Inquiry feature (information between the < > symbols will vary for each system):

Press this button	The display shows:
Intercom	<intercom number> <name> (if assigned) P <port number>
Line	<line number> <line name> (if assigned)
Handsfree	Handsfree/Mute
Inside Autodial	Autodial <name or intercom number>
Outside Autodial	<telephone number>
Feature	<feature name>

Call Duration Timer

This feature measures the duration of calls and shows the approximate length of the current or most recent call.

Timing begins for a call on an outside line 10 seconds after the line is selected, whether or not the call has been connected. On an inside line, timing begins only once the connection has been made.

To measure the length of calls

1. Press the [Timer] button.
   OR
   Press [Feature] [7] [7]

The approximate length of the current or most recent call, in hours, minutes and seconds, will briefly appear on the LCD. If the duration is less than one hour, only the minutes and seconds are shown.

The Call Duration Timer feature does not work for calls made while you are setting the system's clock in Administration programming.

Call Forward

This feature lets you send all of your inside and outside calls to another telephone where you or a co-worker can answer them. If the forwarded telephone does not have the same outside lines as your telephone, the forwarded calls will appear on intercom buttons.

When a call for a telephone is forwarded, its line indicators ▶ will still flash for incoming calls; you can answer by pressing the appropriate button. You can also continue to make outgoing calls while Call Forward is active.

To use Call Forward

1. Press the [Call Fwd .] button.
   OR
   Press [Feature] [4]
   [Forward to:] appears on the display.
2. Dial the intercom number of the telephone to which the calls will be sent.
   OR
   Press the Inside Autodial button for the telephone to which the

calls will be sent.
When forwarding is in use, the display at the forwarding telephone shows [Forward> <name>] where <name> is the programmed name or intercom number of the receiving telephone. The first > symbol is read as the word "to".

To cancel Call Forward

1. Press the [Call Fwd .] button again.
   OR
   Press [Feature] [#] [4]
   OR
   Press [CANCEL] (M7324 and M7310 telephones only).
   The display briefly shows [Cancel forward], and returns to the current time and date display.

Call Forward Override

If calls have been forwarded to your telephone, you may need to call the forwarding telephone to transfer an important call, or to ask that forwarding be cancelled. Call Forward Override lets your call ring at the forwarding phone, just by dialing the intercom number. This feature is available at any telephone to which calls have been forwarded.

Call Forward Override is useful for "secretarial filtering". If a manager forwards calls to the receptionist, all inside or outside calls to the manager will ring at the receptionist's telephone. The receptionist can call the manager (for example, if a visitor arrives).

Call Identification

This feature shows a message on your telephone display when you make or receive calls. For example, an incoming intercom call from a telephone named "Room 56" would appear on the display as [Room 56 calling]

If you are already on a call, and another call comes in, a Call Identification message briefly replaces the existing message to inform you of the new call. For your convenience, Call Identification messages do not replace feature prompts.

For intercom calls

— When answering a call, the name (if assigned) or the intercom number of the calling telephone appears on your display.

— When making a call, the name (if assigned) or the intercom number of the telephone you are calling appears on the display. The display may also show if the other telephone is busy, has Do Not Disturb turned ON, or has Call Forward forwarding any calls.

For outside calls

— When answering a call, the name (if assigned) or number of the outside line appears on the display.

— When making a call, the digits you dial are shown on the display.

Call Park

Call Park is like placing a call on hold, except that a parked call can be retrieved from any other telephone, including a telephone that has not been assigned the line that the call is on. Call Park is an alternative to Transferif you do not know where the person is to whom you want to transfer the call. Up to two calls can be parked in the Norstar system at one time.

When you park a call, the system assigns one of two Retrieve Park codes to the parked call: 101 or 102. These appear on the display as [Parked on: 10X] (where X is 1 or 2). Announce the call (the Page feature is useful to do this), and mention the code to use for retrieving the call. A [PAGE] display button (M7310 and M7324 only) allows you to quickly page someone.

If a parked call is not retrieved, Callback sends it to the telephone that parked it as a reminder that someone is waiting. For more information, see the "Call Park Callback" section of this chapter.

If an outside call is parked, the indicator beside the line flashes ON and OFF. The call can be retrieved on an intercom line by using the Retrieve Park code, or by pressing the outside line button if there is one for that line at the telephone. If an inside call is parked, the intercom button becomes idle and can be used for another call.

You cannot park a call which you have placed on hold. In order to park the call, you must first reconnect yourself to it, and then activate the Call Park feature.

Conference calls cannot be parked. To transfer a Conference call with Call Park, split the Conference, park both parties, and tell the third party to retrieve both calls from Call Park.

To park a call

1. Answer the incoming call.
2. Press the [Call Park] button
   OR
   Press [Feature] [7] [4]
   The call is now parked, and the display shows the Retrieve Park code [Parked on: 10X] where X is 1 or 2. A [PAGE] display button appears (M7324 and M7310 telephones only).
3. Record the code.
4. Press [PAGE] (or [Feature] [6] [0]) to announce the call and its Retrieve Park code with the Page feature.
5. Press [EXIT] (or [Rls]) to remove the Call Park message from the display.

To retrieve a parked call

1. When you hear the Page announcement, remember the Retrieve Park code.
2. Lift the receiver.
3. Select an intercom line.
4. Press the digits of the Retrieve Park code on the dialpad (for example: [1] [0] [1])
   You will be connected to your call.

Call Park Callback

If you park a call and it is not retrieved, Callback will send it back to your telephone after a specified length of time. Callback does not occur for inside calls.

If the caller hangs up, Callback may still occur, but you will hear a dial tone when you answer.

Callback occurs only at the telephone that parked the call. If the call came in on an outside line, Callback will ring on that line if it is assigned to the telephone; otherwise, the call will ring on an intercom line. If no free line is available, the Callback call will be transferred to the Prime Phone.

On a system that has both a Prime Phone and Delayed Ring Transfer turned ON, a Callback call will be sent to the Prime Phone after a programmable number of rings. If it is not answered at the Prime Phone within three minutes, the call will be disconnected.

— Because a Callback call is no longer parked, it cannot be answered with the Retrieve Park code, and it can only be answered at the telephone which originally parked it.

— Call Pickup, Call Forward, and the Auxiliary Ringer operate normally for Callback calls. Do Not Disturb cancels the ringing for a Callback call, but not the flashing of the indicator.

— Callback will not occur at a telephone in Administration programming.

Programming Callback delay

The delay before a Call Park Callback occurs is programmed by your Service Representative in the "Call Handling" section of Configuration programming.

To reconnect with the original caller

M7324 and M7310 telephones

1. Press the [CALLBACK] display button.
   OR
   Press the [Line] button which the call is on, and lift the receiver (or press [Handsfree]).
   You will be connected with the call you originally parked.

If you have parked more than one call, pressing the [CALLBACK] display button connects you to the call which has been waiting the longest.

M7208 telephone

On the M7208 telephone, a Callback arrives as a regular ringing call.

Call Pickup (Group)

This feature lets any member of a specified group of telephones (the Pickup Group) answer inside or outside calls ringing at any other telephone in the group. You can pick up calls on outside lines that are not assigned to your telephone, or calls that do not ring at your telephone.

The call you wish to pick up must be on a line that is assigned to ring at another telephone within your Pickup Group. Call Pickup cannot be used to access private lines.

Programming Call Pickup Groups

Telephones are assigned to one of the four Pickup Groups in the "Permissions" section of Administration programming.

To use Call Pickup

1. Press the [Pickup] button.
   OR
   Press [Feature] [7] [5]

If there is more than one incoming call, the calls in the group will be answered in the following order:

— Prime Line (if applicable)

— outside line

— inside line.

The picked up call will appear on the indicator beside a [Line] or [Intercom] button.

If you are currently on a call that you answered with Call Pickup, you can still use Call Pickup to answer another call.

Call Restrictions and Overrides

Restrictions

Restrictions prevent specified phone numbers from being used to dial outside calls. They can be applied to individual telephones or to individual lines through Administration programming. Restrictions on a telephone affect calls from that set on any line, while restrictions on a line affect calls on that line from any set.

The maximum length of a restricted sequence is eight characters. The maximum number of Restrictions allowed in any Norstar system is 30.

Overrides

An Override is a programmed sequence of digits that bypasses a Restriction for selected lines and telephones.

The maximum length of an Override sequence is 14 characters. The maximum number of Overrides in any Norstar system is 10.

Overrides applied to a telephone permit calls from that telephone on any line, but line Restrictions will still apply. Similarly, Overrides applied to a line permit calls on that line from any telephone, but individual Restrictions still apply.

For another method of overriding Restrictions, see the "Restriction Passwords" section of this chapter.

Programming Restrictions and Overrides

Restrictions and Overrides are programmed and applied to telephones and lines in the "Restrictions" and "Overrides" sections of Administration programming.

Conference

Conferenceestablishes a three-party conference call at your telephone. The Conference feature is also referred to as "Conference/Transfer", because the Conference feature can also be used to transfer calls. See the "Transfer" section in this chapter for more information on transferring calls.

To make a Conference call

1. Make or answer the first call.
2. Put the first call on hold by pressing the [Hold] button or selecting another line (Automatic Hold).
3. Dial the second call.
4. When the second call is connected, press [Conf/Trans]
   OR
   Press [Feature] [3]
   The display shows `Press held line`
5. Retrieve the first call from hold by pressing its line button. The message `Conference call` briefly appears on the display. The display changes to `<name> <name>` where the first `<name>` represents the first call, and the second `<name>` the second call.

Conference Operations

Once a conference is connected, several operations can be done:

— Consultation

— Disconnect one party

— Independently hold two calls

— Split a Conference

— Transfer from a Conference

Consultation

Consultation allows you to put a Conference call on hold while you consult with someone in your office or on another line.

1. Press another [Line] or [Intercom] button to make or answer a call.
   The Conference call is put on hold automatically.
   OR
   Press [Hold] The Conference call is put on hold, leaving you free to make or answer a call, or to consult with someone in your office.
   The two other parties are able to talk to each other.
2. To reconnect to the Conference, press either of the held line buttons.

Disconnect one party

This allows you to keep speaking with one of the parties after the other leaves the conference call.

1. Press the [Line] or [Intercom] button of the call that you wish to disconnect.
   The call that you wish to keep is automatically placed on hold.
2. Press [Rls] to disconnect the party.
3. Press the held line button to return to the remaining party.

Independently hold two calls

With this feature, the two parties are placed on hold independently and are unable to talk to one another.

To put the two parties on hold independently

1. Press the [Line] or [Intercom] button of one party. The other party is automatically placed on hold.
2. Press [Hold] The second party is placed on hold.
   The two parties are now unable to talk to one another.

To re-join the conference call

1. Press the [Line] or [Intercom] button of one held call.
2. Press [Conf/Trans] or [Feature] [3]
3. Press the [Line] or [Intercom] button of the second held call. The Conference call is re-established.

Split a Conference

Splitting a Conference call allows the originator of the conference to talk with one of the parties while the other is on hold.

To split a conference call

1. Press the [Line] or [Intercom] button of the party with whom you wish to speak. The other party is automatically placed on hold.

To re-join the conference call

1. Press [Conf/Trans] or [Feature] [3]
2. Press the [Line] or [Intercom] button of the held call. You are reconnected to the Conference call.

Transfer from a Conference

The Transfer feature lets the other two parties continue to talk after you no longer wish to be part of the Conference call. By leaving the Conference call, you have transferred the call between the two remaining parties.

If both of the remaining parties are on outside lines

1. Press [Hold] to put the Conference on hold. You may replace the receiver (if in use), but do not disconnect your telephone from either of the calls. In order for the two outside lines to remain connected, they must be linked through your telephone.
2. The indicators for the two other lines will stay ON until you disconnect from the conference call, even if the other parties have hung up. Monitor the lines by occasionally reconnecting with the call (press either of the held line buttons).
3. After both parties have hung up, press [Rls] to disconnect your telephone from the Conference call.

If one or both of the parties are on an intercom line

1. Press [Rls]
   OR
   Press [TRANSFER] (M7310 and M7324 telephones only).
   You are disconnected from the Conference call, leaving the other two parties connected.

Contrast Adjustment

The contrast on your telephone display can be adjusted for easy viewing under different lighting conditions. Be sure to adjust the contrast from the position in which you use the telephone most often.

To adjust contrast

1. Press [Feature] [*] [7]
2. Press [1], [2], [3] or [4] from the dialpad to adjust the contrast to the desired level.
   OR
   Press the [UP] or [DOWN] display button (M7310 and M7324 only).
3. Press [Hold]
   OR
   Press the [OK] display button (M7310 and M7324 only).
   OR
   Press [Feature]

Delayed Ring Transfer(DRT)

Delayed Ring Transfer forwards unanswered incoming outside calls to a Prime Phone.

If a Prime Phone is assigned not to ring immediately for calls on one of the outside lines also assigned to your telephone, and Delayed Ring Transfer is turned ON, any unanswered calls on that line will ring at the Prime Phone after a specified number of rings. The Prime Phone will display the message [DRT <name>] where <name> is the number or name (if assigned) of the line that the call is on.

Programming Delayed Ring Transfer

Delayed Ring Transfer is turned ON or OFF, and the time delay before transfer assigned, by your Service Representative in the "Call Handling" section of Configuration programming.

Dial Zero Phone

The Dial Zero Phone can be called from any other telephone just by dialing "0" on an intercom line. It is usually in a central location, such as the receptionist's or secretary's desk. It is typically also a Prime Phone.

The Dial Zero Phone can send or store as many messages as there are telephones in the system (see the "Messages" section in this chapter).

Norstar also supports a Night Dial Zero Phone. See the "Night Service" section in this chapter for further details. A normal Dial Zero Phone and a Night Dial Zero Phone can be the same telephone.

Programming Dial Zero Phone

This feature is assigned to a telephone by your Service Representative in the "Miscellaneous" section of Configuration programming.

Do Not Disturb (DND)

DND mode at a telephone suppresses paging announcements, Ring Again, and all other tones and ringing, except for Held Line Reminder tones. A telephone in DND mode can still be used for outgoing calls.

If you activate DND while you are not on a call, the display will continually show the `Do not disturb` reminder message. An incoming outside call will cause the line indicator to flash, but the call will be forwarded to the Prime Phone if it is not answered at another telephone with the same line. This feature is useful when you cannot be interrupted, or when you wish to program your telephone without being disturbed by a call.

If you press DND while an outside call is ringing at your telephone, the call will be transferred to the Prime Phone (if assigned). For more information, see the "Selective Call Forward" section of this chapter.

To activate Do Not Disturb

1. Press the [DND] button.
   OR
   Press [Feature] [8] [5]
   The display shows [Do not disturb]

To cancel Do Not Disturb

1. Press the [DND] button again.
   OR
   Press [Feature] [#] [8] [5] The message [Allow calls] briefly appears on the display.

Do Not Disturb Override

If the telephone you are trying to reach is in Do Not Disturb mode, and it is essential that you get through, you may be able to use the Priority Call feature to override Do Not Disturb. For further information about Priority Call, see the "Priority Call" section of this chapter.

Emergency Transfer/Power Failure Cut-Through

This feature provides basic telephone service on outside line 1 through an Emergency Telephone if the power fails or if a system error occurs. This single-line telephone (which is not a Norstar telephone) acts independently of the Norstar system, and can be used to report the problem. The Emergency Telephone is installed during system installation, and is usually located near to the Norstar Key Service Unit.

Handsfree/Mute

The Handsfreefeature allows you to use your telephone without picking up the receiver. The Mute function lets you turn OFF the microphone temporarily if you wish to speak privately with someone else in the room. When in use, you can adjust the volume of the Handsfree/Mute speaker with the Volume button.

Programming Handsfree/Mute

This feature is assigned to a telephone in the "Permissions" section of Administration programming.

To make a call

1. Press Handsfree
2. A line is selected if there is a Prime line
   OR
   If no line is selected, the message No line selected appears.
   1. Press a free line button
   2. Press Handsfree again.
3. Dial the telephone number or press an Autodial button.

To take a call

1. If a call is ringing at your telephone, press Handsfree

Changing to a Handsfree call

While on a regular call:

1. Press Handsfree
2. Hang up the receiver and continue the call over the microphone.

To turn the microphone OFF

1. While on a Handsfree call, press [Handsfree]
   The display shows [Microphone muted]
   The indicator ▶ flashes beside the [Handsfree] button to show that the caller cannot hear you, although you can still hear the caller.
2. Press [Handsfree] again to turn the microphone ON and continue your Handsfree call.

To end a Handsfree call

1. Lift the receiver. The call becomes a regular call.
   OR
   Press [Rls] to end the call.

Headset

A headset provides convenient Handsfree telephone operation while maintaining the privacy of your calls. You must have [Handsfree] assigned to your telephone if you wish to use a headset.

Using the headset

When you plug a headset into your telephone while on a call, your telephone microphone and speaker (or your receiver if you are on a regular call) are turned OFF and your headset microphone and earpiece are turned ON. While you are using the headset, the receiver and the hook-switch (the switch in the receiver cradle) do not work. To cancel a call, press [Rls]

While you are using the headset, tones associated with some features (such as Page and Held Line Reminder) will be transmitted through your telephone's speaker rather than through the Headset.

The Headset volume can be adjusted with the Volume button.

Using the Handsfree button while on a call

If you press [Handsfree] while you are on a headset call, your headset microphone will turn ON or OFF. If you press [Handsfree] while an incoming call is ringing, the Handsfree/Mute feature selects the line that the ringing call is on, and enables your headset so that you can respond to the call.

Unplugging the headset

If you unplug your headset while on a call, your telephone microphone and speaker turns ON (the call becomes a Handsfree call).

Hearing Aid Compatibility

The receiver on your Norstar M7324, M7310 and M7208 telephones are compatible with hearing aids as defined in the FCC rules, Part 68, section 68.316. Not all hearing aids are designed for optimized hearing with a telephone.

Hold

Hold is used to temporarily suspend a call while you perform another task.

When a call is on hold, its indicator ▶ flashes on all telephones that have access to that line. Any of these telephones can be used to retrieve the call. This is useful for transferring calls within your office (refer to the "Conference" or "Transfer" sections in this chapter for procedures to transfer calls).

Automatic Hold allows you to switch from one call to another by alternately pressing each of the line buttons.

Exclusive Hold means that your call can be retrieved only at the telephone which put it on hold. The line indicator will not flash on any other telephone.

Listen on Hold allows a person who has been put on hold to hang up the receiver and continue working while listening to the speaker for the other person to return to the call.

To use Automatic Hold

While on a call:

1. Press another line button.
   OR
   Press an Autodial button.

To use Exclusive Hold

While on an outside call:

1. Press the [Excl Hold] button.
   OR
   Press the [Feature] button and then the [Hold] button.
   OR
   Press [Feature] [7] [9]
   The call on hold can only be picked up on the telephone which put it on hold.
2. Press the [Line] button of the held call to retrieve the call.

To use Listen on Hold

While on a call:

1. Press [Hold]
2. Hang up the receiver.
3. Press the line button for the call.
4. Listen through the speaker.
5. When you are ready to speak, lift the receiver
   OR
   Press [Handsfree]

Held Line Reminder

When you place an outside call on hold, you will hear two reminder tones periodically until the call is removed from hold. Inside calls on hold do not activate this feature.

The reminder tones will also start at a Prime Phone (if assigned to the same line) if the call is still not retrieved after three minutes. The message [Held call] briefly appears on the display of both telephones when the tone is heard.

Programming Held Line Reminder

Held Line Reminder is turned ON or OFF by your Service Representative in the "Call Handling" section of Configuration programming.

Music/Tones/Silence on hold

An outside caller on hold hears either music, a periodic tone or silence.

Programming Music/Tones/Silence on hold

This feature is assigned to Music, Tones, or Silence by your Service Representative in the "Call Handling" section of Configuration programming.

Intercom Numbers and Lines

Intercom Lines

Each telephone can have up to two intercom lines assigned to it, or none. One intercom button is assigned for each intercom line at a telephone. Two intercom buttons are required to set up a Conference call with two other telephones in the system.

Programming Intercom Lines

The number of intercom lines available to a phone is assigned by your Service Representative in the "Line Access" section of Configuration programming.

Intercom Numbers

Each telephone in the Norstar system has its own two-digit intercom number. The lowest intercom number is 21. Intercom numbers can be changed to a new value between 21 and 99 by your Service Representative in the "Change DNs" section of Configuration programming. Use the Button Inquiry feature to determine the intercom number of your telephone.

Ensure that all your co-workers know how to use intercom lines to contact one another. Distribute a list of names and intercom numbers to everyone using the Norstar system.

To use Intercom Numbers

1. Press a free [Intercom] line button.
   The indicator turns ON, and a dial tone is heard.
2. Dial the intercom number or press a programmed Inside Autodial button.

Internal Tones

The Internal Tones feature allows your telephone to transmit Dual-Tone-Multi-Frequency (DTMF) tones on inside lines. This allows you, for example, to communicate with any devices that are connected to the system through a Meridian Norstar Analog Terminal Adapter (ATA). Regardless of how quickly you press the buttons, the tones will be 140 milliseconds long, separated by a pause of 80 milliseconds.

Programming Internal Tones

All telephones can send Internal Tones, but they must be assigned to receive them in the "Permissions" section of Administration programming. Both telephones must be on an established call before one of them can receive Internal Tones sent by the other telephone.

To send Internal Tones

1. Make or answer a call (not a conference call).
2. Press any dialpad buttons as required by the device you are signalling.
   The display shows your button presses. The tone is heard from the speaker of the receiving phone.

If you enter more than the display can show at once, new digits will appear on the right, and others will scroll off to the left. The digits will appear on the display of the phone sending Internal Tones even if the other phone is not administered to receive them.

Last Number Redial and Saved Number Redial do not store any digits dialed for Internal Tones.

Language Choice

You have the choice of selecting English or an alternate language for button labels and the language which appears on the telephone display. On systems sold in the United States, the alternate language is Spanish; on systems sold in Canada, the alternate language is French.

A different language can be selected for each telephone. When your system is first installed, the default language is English.

To make a Language Choice

1. Press [Feature] [*] [5] [0] [1]
   The display briefly shows [In English...]
   OR
   Press [Feature] [*] [5] [0] [2]
   The display briefly shows [En español...] or [En français...] depending upon the system your company has purchased.

Last Number Redial

Last Number Redial saves time when you are trying to reach an outside number that is busy or not answering. It automatically redials the last outside number you dialed.

To use Last Number Redial

1. Select an outside line if it is not assigned as your telephones Prime line.
2. Press [Feature] [5]
   OR
   Press [Last No.]
   The call is automatically dialed.

Lines

The following is an alphabetical list of some features which are associated with the use of lines.

Flash rates of line indicators

The line indicators flash in three different ways. If a call is ringing, the indicator turns ON and OFF for equal lengths of time. If you have a call on hold, the indicator will flash more quickly. If someone else has put a call on hold on a line that also appears at your telephone, the indicator will stay ON longer than OFF.

Inside line access

You can use intercom (inside) lines to make and answer calls within the Norstar system. Each telephone has its own two digit intercom number, and up to two intercom lines which can be used to contact other Norstar telephones. Make sure all the people in your office are supplied with a list of intercom numbers. See the "Intercom Numbers and Lines" section of this chapter for more information.

Line Pools

Line Pools allow each telephone to access one outside line, from a group (or "pool") of outside lines, by using intercom lines. This pool of lines can be shared with other telephones. For further information, see the "Line Pools" section of this chapter.

Line selection

You can manually select a line or have it automatically selected for you. Manual Line Selection overrides Automatic Line Selection. For example, if your telephone is using Do Not Disturb or Call Forward and you see a line indicator flashing for an incoming call, you can take the call by pushing the indicated line button. For further information, see the "Automatic Line Selection" section of this chapter.

Multiple line buttons

You can have as many outside line buttons on each telephone as there are lines in the system. You can also have up to two intercom buttons for inside lines. The number of buttons available for lines will depend on what feature buttons have already been programmed, and the model of the telephone.

Multiple line buttons give you immediate access to more than one line, and allow you to handle and monitor calls easily. These buttons also have a Call Waiting function when you are on another call - the indicator beside the line button flashes when a line is ringing or on hold.

Outside line access

The outside [Line] buttons are used to make and answer calls to or from parties outside the Norstar system.

Programming outside lines

Outside lines are assigned to each telephone by your Service Representative in the "Line Access" section of Configuration programming.

To use outside lines

1. Press an outside [Line] button (If the line is free, the indicator will be OFF.)
   An indicator appears beside the button, and you hear a dial tone.
2. Dial an outside number using:
   the dialpad
   OR
   Personal Speed Dial (if programmed)
   OR
   System Speed Dial (if programmed)
   OR
   Outside Autodial (if programmed)
   OR
   Last Number Redial
   OR
   Saved Number Redial.

Line Pools

With a Line Pool, several outside lines can be shared by a group of telephones without requiring each telephone to have a button for every line. Telephones gain access to outside lines through intercom lines. Only one intercom button is needed to access many lines through a Line Pool. This leaves more buttons free to store Autodial numbers or other features.

A [Line Pool] button cannot be used to answer outside calls.

Programming Line Pools

Each Norstar system has three Line Pools, and each phone can be programmed to access any number of them. Each Line Pool must also be assigned a Line Pool Access code.

Your Service Representative assigns telephones to Line Pools in the "Line Access" section of Configuration programming, assigns lines to Line Pools in the "Line Data" section, and assigns Line Pool Access codes to Line Pools in the "Miscellaneous" section.

To program a Line Pool button

1. Press [Feature] [*] [3]
2. Press the button you wish to program.
3. Press [Feature] [6] [4] and the Line Pool Access code for a Line Pool.

To use a Line Pool

1. Press [Intercom] and dial the Line Pool Access code for any of the Line Pools assigned to your telephone.
   OR
   Press [Feature] [6] [4] and dial the Line Pool Access code.
   OR
   Press [Line Pool]
2. Listen for the dial tone. If there is none, the display message provides an explanation.
3. Dial the number you wish to call.

Link

If your Meridian Norstar system is connected to a Private Branch Exchange (PBX) or Centrex system, you may want to use a Link signal to access special features on the PBX or Centrex.

The Link signal is a short "hook-switch flash" with a programmable duration. The default value is 600 milliseconds, but it can be assigned from 100 to 1000 milliseconds in increments of 100 milliseconds.

You can generate a Link signal by pressing [Feature] [7] [1] To obtain the signal with a single press, store the feature code on an Autodial button. See the "Personal Programming" section in the "Programming" chapter for specific instructions. The Link signal can also be included as part of a longer stored sequence on an Autodial button or in a Speed Dial code. The Link sequence will use three of the 16 available spaces allowed.

A programmed [Link] button works only on an active line.

Programming Link

The duration of a Link signal is assigned by your Service Representative in the "Miscellaneous" section of Configuration programming.

Messages

You can leave a message on the display of a co-worker's telephone in the Norstar system to request that they call you back. You can send more than one message at a time to different telephones; each telephone can receive only one message at a time.

The display on a telephone which receives a message shows [Message for you] or [Messages for you] For example, on the M7324 and M7310 the message [1.JILL called] identifies who had called. If there is more than one message, you can select the one you wish to answer. The M7208 does not identify each caller until you reply to each consecutive message.

You can send or store up to four different messages before [Their list full] or [Your list full] appears on the display. The Dial Zero Phone, however, can send or store as many messages as there are telephones in the system.

If you do not answer a message, the display will continue to show [Message for you] until you cancel the message or the two parties talk to each other from their respective telephones.

If your return call is answered by someone else at another telephone with Call Pickup, the message will remain on your telephone until you cancel it or successfully contact the telephone which sent it.

Message Operations

You can perform the following operations with the Message feature:

— send a message

— reply to a message

— cancel a waiting or sent message

— show a waiting or sent message (M7324 and M7310 only).

A waiting message is one which you received, and [Message for You] still appears on your display for that message. A sent message is a message that you have sent to another telephone.

Sending and Replying to a Message

Sending a message

1. Press [Feature] [1]
   OR
   Press [Send Msg.]
   The display shows [Message list] (M7310 and M7324 only).
2. Press the [ADD] display button (M7324 and M7310 telephones only). The display shows [Message to:] On the M7208 [Message to:] appears as soon as you press the above feature access code or button.
3. Dial the intercom number.
   OR
   Press an Inside Autodial button.
   The display briefly shows [Message> <name>] where <name> is the intercom number or name (if assigned) of the other Norstar telephone.

Replying to a message

M7324 and M7310 Telephones

When [Message for You] or [MSG] (or both) are on the display of your telephone:

1. Press the [MSG] display button. The display shows the first (or only) message along with the [CALL] and [ERASE] display buttons. If more than one message is waiting, [NEXT] also appears. If the message is not the one you want to answer, move through the list by pressing [NEXT] repeatedly.
2. Press [CALL] and Norstar automatically calls the person who left the message.
   If your call is unanswered, press [LATER] to use the Ring Again feature, or press [Rls]

M7208 Telephone

When [Message for You] appears on the display of your telephone:

1. Press [Feature] [6] [5]
   Norstar automatically calls the person who left the first message. The display shows the programmed name of the telephone you are calling.

To reply to other messages on the M7208, you must first cancel the first waiting message, and again use the reply message procedure.

To Show a Message (M7310 and M7324 only)

To Show a Waiting Message

When [Message for You] or [MSG] (or both) are on the display of your telephone:

1. Press [MSG]
   OR
   Press [Feature] [6] [5]
   The display shows the first (or only) message along with the following display buttons: [CALL] and [ERASE], and [NEXT] if more than one message is waiting.
2. Press [NEXT] again if there is more than one message.
3. Press [Feature] to exit.

To Show a Sent Message

1. Press [Feature] [1]
   OR
   Press [Send Msg.]
   The display shows [Message list] along with three display buttons: [SHOW], [ADD] and [EXIT]
2. Press the [SHOW] display button. The first (or only) message appears. If the [SHOW] button label disappears, there are no more messages. If the label changes to [NEXT], there are more messages.
3. Press [NEXT] (if shown) to see other messages in the list.
4. Press [EXIT]
   OR
   Press [Feature] to exit.

Cancelling a Message

Cancelling a Waiting Message

When [Message for You] is on the display of your telephone:

M7324 and M7310 Telephones

1. Follow the previous procedure "To Show a Waiting Message" until the desired message is on the display.
2. Press the [ERASE] display button. If there is another message waiting, it will replace the erased message.
3. Press [Feature] to exit.

M7208 Telephone

1. Press [Feature] [#] [6] [5] The display shows [Cancel> <name>] with <name> as the name (if assigned) or intercom number.

Cancelling a Sent Message

M7324 and M7310 Telephones

1. Follow the previous procedure "To Show a Sent Message" until the desired message is on the display.
2. Press the [ERASE] display button.

M7208 Telephone

1. Press [Feature] [#] [1]
   The display shows [Cancel for:]
2. Dial the intercom number.
   OR
   Press an Inside Autodial button.
   The display shows [Cancel> <name>] with the name (if assigned) or intercom number.

Names

Each Norstar telephone and outside line can have a descriptive name assigned to it. This adds a personal touch and makes calls instantly recognizable.

When a call arrives at your telephone, the display shows the name of the inside telephone or outside line that is calling.

For example, if you receive a call on your Private line while you are busy on another line, [PRIVATE calling] will appear on the display if the programmed name of that line is "PRIVATE".

The programmed Name for a telephone or line can be no more than **seven** characters in length. Names can consist of letters and numbers; the "*" and "#" symbols cannot be used. It is convenient to use numbers to identify locations ("RM 321") or outside lines ("5551234"). Characters are entered using the telephone's dialpad.

Line names must be unique, so that any line trouble can be reported correctly.

The system allows two or more telephones in your office to have the same Name. To avoid confusion, use creative combinations of initials, abbreviations, or nicknames to give each telephone a unique Name.

A telephone's Name will not change if it is moved to a new location in the system and Automatic Phone Relocation is turned ON.

Programming Names

Telephone and line Names are programmed in the "Names" section of Administration programming.

Night Service

Night Service is a combination of several features that allow you to set up your office telephone system for special after-hours service. The following is an alphabetical list of these features.

Programming Night Service

Night Service features are assigned in the "Night Service" section of Administration programming.

Multiple Night Ringing Phones

Norstar supports a Night Ringing Phone for each outside line even if the selected phone does not have that line assigned for normal ringing. When you assign a Night Ringing Phone to the line and turn Night Service ON, all calls on that line ring as usual, and also ring at the Night Ringing Phone.

Each line can have only one Night Ringing Phone, but one telephone can be the Night Ringing Phone for any or all of the outside lines. The Night Ringing Phone and the Night Control Phone for a line can be the same, but do not have to be.

Night Auxiliary Ringer

If an Auxiliary Ringer has been installed, it can be used as a Night Auxiliary Ringer for calls to the Night Ringing Phone. It will also continue to ring for lines or phones as programmed for normal service.

Night Control Phone

Night Service is turned ON and OFF only at the Night Control Phone. A separate Night Control Phone can be assigned to each outside line which will be placed into Night Service. Each line can have only one Night Control Phone, but one telephone can control Night Service for any or all of your outside lines.

Night Dial Zero Phone

A special Night Dial Zero Phone can be assigned for use during Night Service. During Night Service, Dial Zero calls will ring at both the normal (used during the day) Dial Zero Phone and the Night Dial Zero Phone.

The Night Dial Zero Phone can only be turned ON by requesting Night Service at the normal Dial Zero Phone (see "Using Night Service" in this section). This request will not turn Night Service ON for the entire system; that is done only at a Night Control Phone. See the "Dial Zero Phone" section in this chapter for more information.

Trunk Answer

This feature is either ON or OFF for your entire system. If it is ON, calls ringing on a line in Night Service can be answered from any telephone in the system. For further information, see the "Trunk Answer" section of this chapter.

Using Night Service (from a Night Control Phone)

To turn Night Service ON

1. Press the [Night Service] button.
   OR
   Press [Feature] [8] [7]
   The display shows `Night service ON`

To cancel Night Service

1. Press the [Night Service] button again.
   OR
   Press [Feature] [#] [8] [7]
   The display briefly shows `Normal service`

On-Hook Dialing

On-Hook dialing allows you to dial a call without picking up the receiver.

To use On-Hook Dialing

1. Press a [Line] or [Intercom] button for a free line.
2. Dial the call from the dialpad, with Autodial, Last Number Redial, Saved Number Redial, Speed Dial, Message Reply, or Ring Again.
3. Listen through the speaker and when the call is answered, lift the receiver or press [Handsfree] (if equipped).

Paging

Announcements through Norstar telephone speakers (internal page) or external loudspeakers (external page) give you fast and effective communication to many people at once.

Announcements using the telephone speaker will not disturb a person on a call, but can be heard by anyone near a paged telephone that is not in use. External pages can be made only if your company has installed an external speaker; it is not standard Meridian Norstar equipment.

Two different Page Zones may be activated at once from different telephones, provided that both do not attempt to use the External speaker. If they do, the display at the originating telephone will show [Paging busy]

Page announcements are restricted to a maximum of two minutes, after which the page call ends automatically.

You can page to one zone, or to all zones at once. To receive a page, each telephone may be assigned to one of three different Page Zones, or to none.

Programming Page Zones

Each telephone is assigned to a Page Zone in the "Permissions" section of Administration programming.

The basic steps in making a page

When you request a page, you specify one or two options:

— You first specify if the page is to be internal, external, or both.

— If an internal page is involved, you must then specify if the page is to be directed to one or all zones.

To make a Page

1. Press the [PAGE] button.
   OR
   Press [Feature] [6] [0]
   The display shows [Page choice:]
2. Select the desired type of Page by pressing [1] , [2] or [3] :
   [1] — **Internal** page through speakers on other telephones
   [2] — **External** page through the extension speaker, if your office has one
   [3] — **Both** internal and external page.
   OR
   Select the desired type of page from the following three display buttons (M7310 and M7324 only):
   [SETS] — Internal page
   [SPKR] — External page
   [BOTH] — Both internal and external page.
3. If you select [2] (or [SPKR]) proceed directly to step 5.
   OR
   If you select [1] (or [SETS]), or [3] (or [BOTH]), the display shows [Enter zone:]
4. Press [1] , [2] or [3] (the desired zone number).
   OR
   Press [0] (or [ALL]) to make a page to all zones.
5. Make your announcement by speaking through your receiver.
   OR
   Press [Handsfree] and speak.
6. To end paging:
   Press [Rls]
   OR
   Hang up the receiver.

Express paging method

1. Press [Feature]
2. Press one of the following dialpad codes:
   [6] [1] + zone number (for Internal Page)
   [6] [2] (for External page)
   [6] [3] + zone number (for Internal and External Page)
   The zone number can be 1, 2, 3; or 0 for all zones.
3. Make your announcement.
4. To end paging:
   Press [Rls]
   OR
   Hang up the receiver.

To program a one-step Page button

1. Press [Feature] [*] [3]
2. Enter the feature code and the desired Page Zone.
   (Example: for internal Page, Zone 1, press
   [Feature] [6] [1] [1])
   Make sure that you enter the Page Zone after the feature code, as the system will not prompt you to do so.

Label the button "Page Zone 1".

Pause

The Pause feature enters a 1.5 second delay in a dialing sequence while you are dialing on an outside line. This is often required for Access Signaling of remote devices, or when reaching through to PBX or Centrex features. Timed Release, a similar feature, can be used to enter a 1.5 second delay during a call that is already established.

Insert a Pause in a dialed sequence by pressing [Feature] [7] [8] or [*] (for pulse lines only). The feature code is stored as three characters in the sequence you are dialing (a total of 16 digits is permitted). You can obtain a Pause with one press if you program the feature code onto an Autodial button. More than one Pause can be programmed onto a memory button.

To store a Pause between digits

1. Enter the first part of the dialing sequence.
2. Press [Feature] [7] [8] to enter a 1.5 second pause.
   OR
   Press [*] to enter a 1.5 second pause (for pulse lines only).
3. Enter the second part of the dialing sequence.
   The Pause code is stored as three digits in the dialing sequence.

For greater control over the pause between the two parts of the digit sequence, put a Run/Stop break point ([Feature] [*] [9]) between them. See the "Run/Stop Code" section in this chapter for more information.

Prime Line

Your telephone can be programmed to automatically select one of the following line types whenever the receiver is lifted or the [Handsfree] button is pushed:

— outside line
— intercom line
— Line Pool
— none.

If an outside line or Line Pool has been assigned as the Prime Line for your telephone, there is no need to select a line before making a call using outside Autodial, Speed Dial or Last Number Redial.

Programming Prime Lines

The Prime Line for each telephone is assigned by your Service Representative in the "Line Access" section of Configuration programming.

Prime Phones

Prime Phones provide backup answering for lines that normally ring at other phones. A Prime Phone is most useful, for example, at a main reception area where someone should always be available to take any calls.

Multiple Prime Phones allow you to distribute the responsibility for call handling among several telephones. Each outside line can have its own Prime Phone. Each line can have only one Prime Phone, but a single telephone can be the Prime Phone for more than one line. This allows areas of your office which share outside lines to also share a Prime Phone for unanswered calls.

If your outside line has a Prime Phone, you can use the following Norstar features to help manage your calls:

Delayed Ring Transfer (DRT) transfers your outside calls to the Prime Phone if they are unanswered after a specified number of rings. DRT functions only for calls on an outside line which has a Prime Phone assigned to it.

Do Not Disturb transfers incoming calls on an outside line to the line's Prime Phone.

If **Call Forward** directs your call to a telephone that cannot take the call, the call will be sent to the Prime Phone assigned to the outside line on which the call arrived.

If a **Call Park Callback** or **Transfer Callback** call cannot ring at the telephone which originally parked or transferred it, the call will be forwarded to the Prime Phone assigned to the outside line on which the call arrived.

Held Line Reminder (HLR) occurs at the Prime Phone three minutes after the HLR tones began at the telephone which placed the call on hold. This does not apply to Private lines.

If your telephone is designated as a Prime Phone, you can use Call Forward to redirect all calls arriving at your telephone, whether or not they have already been forwarded from another phone.

Programming Prime Phones

A Prime Phone is assigned to a line by your Service Representative in the "Line Data" section of Configuration programming.

Priority Call

Priority Call allows you to force a Voice Call with another telephone in your office when that telephone is busy, using Do Not Disturb, or has Voice Call Deny turned ON. This feature is meant to be used for urgent calls only.

If Call Forward is active at the telephone you are trying to reach, your call will still be forwarded.

Programming Priority Call

The Priority Call feature can only be used at a telephone that is programmed to use it in the "Permissions" section of Administration programming.

Effect of Intercom button

Once connected, a Priority Call becomes a normal call for the caller. The Priority Call also becomes a normal call for the person receiving that call, unless the destination telephone has no intercom buttons. If this is true, then the person receiving the call cannot transfer or in any other way change the call, except to press [Rls] to finish the call.

Receiving a Priority Call while on another call

When you receive a Priority Call while speaking to another party, you may either block the call or accept it. The other party will not be able to detect the Priority Call attempt on your phone.

If you accept the Priority Call, warn the person with whom you were originally speaking that the call will be placed on hold within eight seconds. The call will then be put on Exclusive hold, and cannot be picked up by another telephone during the Priority Call.

If the telephone receiving the Priority Call is in a Conference call, the other two Conferencing parties are automatically placed on hold if the Priority Call is accepted.

To make a Priority Call

1. Make an inside call. [Calling <name>] appears on your display for three seconds, where <name> is the intercom number or name (if assigned) of the called telephone.
2. Wait for the Call Identification message to change and show the status of the telephone you are calling. If the display shows [Do not disturb], [On another call] or [<name> busy], then you need to make a Priority Call.
3. Press [Feature] [6] [9]
   OR
   Press the [Priority Call] button.
   OR
   Press [PRIORITY] (M7324 and M7310 telephones only).

   If your co-worker's telephone is in Do Not Disturb mode, your call will be connected immediately, and an alerting tone is heard at both telephones. Your display shows [Priority call] Go to step 5.
   OR
   If you are interrupting an active call, your display shows [Please wait] for eight seconds while your co-worker decides to accept or reject your call.
4. If your co-worker rejects your call, [Call blocked] appears on your display and an alerting tone is heard. You are automatically disconnected from the Priority call.
   OR
   If your co-worker accepts the call, an alerting tone is heard at both telephones, and your display shows [Priority call]
5. When your call is finished, press [Rls] An alerting tone is heard at both telephones.

To accept or reject a Priority Call

When a Priority Call attempts to interrupt an active call on your telephone, your display shows [Priority> <name>], an alerting tone is heard, the indicator beside a [DND] button flashes (if assigned), and the [BLOCK] display button appears (M7324 and M7310 telephones only). You have eight seconds to decide if you wish to accept or reject the call, after which your active call is placed on Exclusive Hold.

1. If you wish to accept the call, inform the person to whom you are speaking that the call is about to be placed on hold. The Priority Call soon goes through when you hear the next alerting tone.
   OR
   Press [DND], or [Feature] [8] [5] (or [BLOCK] on the M7324 and M7310 telephones).
   The Priority Call will be rejected (blocked).

   The display on the telephone which made the Priority Call shows the temporary message [Call blocked] to confirm that the block was successful.

If you use Do Not Disturb to block a Priority Call, the Do Not Disturb feature will not be turned ON at your telephone.

When a Priority Call ends, you are immediately re-connected to your original call. When you accept a Priority Call which places an active call on Exclusive Hold, wait for the person who made the Priority Call to hang up. If both you and the person who made the Priority Call happen to press [Rls] at the same time, your other active call may be disconnected.

Privacy

When you are on an inside or outside call, no other telephone with the same line can interrupt you, except with a Priority Call. If you put a call on hold, it can be picked up on another telephone; once it is taken off hold, it is private again.

Use Exclusive Hold to keep a call private while on hold. The call's indicator ▶ will flash only on your telephone. From other telephones, the call will appear to be a connected call (see the "Hold" section of this chapter for more details on Exclusive Hold).

Private Line

A Private Line is exclusive to a particular telephone, ensuring call privacy and line availability. Calls that are put on hold or left unanswered on this line cannot be picked up on another telephone

However, if unanswered after a programmable number of rings, Delayed Ring Transfer will let the call also ring at the Prime Phone. The Prime Phone must be assigned to that line, and Delayed Ring Transfer must be turned ON.

Call Forward, Transfer, and other call handling features operate in the same way on a Private line as on a Public or Pool line.

Programming Private Lines

A line is assigned as a Private line, and private to a specific telephone, by your Service Representative in the "Line Data" section of Configuration programming.

Pulse/Tone Dialing

Each outside line is assigned for either pulse or tone dialing.

Pulse dialing is the traditional method of dialing used by rotary dial or push button single line telephones. It is required for gaining access to certain types of outside lines. Pressing [#] before you dial an outside telephone number will change your dialing from pulse to tone.

Tone dialing allows telephones to communicate with other devices such as computers. It is also necessary for accessing Centrex or PBX features if your system is connected to such a system.

Programming Pulse or Tone lines

A line is assigned to pulse or tone dialing by your Service Representative in the "Line Data" section of Configuration programming.

Release Button

Pressing [Rls] ends a call without you having to put the receiver down, ends a Handsfree call, or ends feature programming.

Do not press the orange [Rls] button to end a feature you are using during a call as it will disconnect the call.

Restriction Passwords

A Restriction Password is a four-digit password that allows you to make calls which are normally not permitted because of Call Restrictions. Norstar supports the use of up to 25 separate Restriction Passwords.

Press the Restriction Password feature code ([Feature] [6] [8]) or the [Override] button (if programmed) either before or after you select a line for your call. The Restriction Password feature does not select a line automatically. You must enter the Restriction Password each time you make a Restricted call.

If you do not enter a four-digit password within 15 seconds after activating the Restriction Password feature, your display will show [Feature timeout] and you will hear an error tone.

Programming Restriction Passwords

Restriction Passwords are programmed in the "Passwords" section of Administration programming. Distribute these Passwords to selected co-workers who are allowed to override Restrictions.

To use a Restriction Password

1. Press the [Override] button.
   OR
   Press [Feature] [6] [8]
2. Enter the password (the display becomes blank).
3. Dial your call.

Ring Again

Ring Again eliminates the need for you to make repeated attempts to call someone in the Norstar system when they are busy or away from their telephone. This feature alerts you when the other telephone is no longer busy, or the phone is being used again.

Ring Again cannot be used on Voice Calls.

Turning Ring Again ON will cancel any previous Ring Again requests at your telephone.

The Ring Again feature can be used in three different ways:

— Ring Again on Busy

— Ring Again on Busy Line Pool

— Ring Again on No Answer

Ring Again on Busy

Ring Again on Busy alerts you when a previously busy telephone becomes available. When you call a busy telephone, your display shows `Calling <name>` for three seconds, and then `On another call`

Ring Again on Busy Line Pool

Norstar allows up to three Ring Again requests for each Line Pool in your system. If you try to use a Line Pool and get a busy signal and the `No free lines` message, use Ring Again.

If more than one Ring Again request is active for a single Line Pool, a newly available line will be offered to the first telephone which activated a Ring Again request for that Line Pool.

Ring Again on No Answer

Ring Again on No Answer alerts you when someone uses a telephone which did not answer when you called.

To use Ring Again

1. While the unanswered call is ringing, press [Ring Again]
   OR
   Press [Feature] [2]
   The call is disconnected and the display briefly shows the message [Ring Again ON]

   When the telephone you were calling becomes available, you hear an alerting tone, [Call <name>?] appears on the display, and an indicator flashes beside an [Intercom] button.
2. Press the button beside the flashing indicator. The Ring Again feature dials the intercom number of the other telephone.

To use Ring Again (M7310 or M7324 telephones only)

1. While the call is ringing, press the [LATER] display button. The display shows [Ring Again?]
2. Press the [NO] display button if you want to send a message (see the "Messages" section in this chapter).
   OR
   Press the [YES] display button. The call is disconnected, and the display briefly shows the message [Ring Again ON]
3. When the telephone you were calling becomes available, you hear an alerting tone, [Call <name>?] appears on the display, and an indicator flashes beside an [Intercom] button.
   OR
   When the Line Pool you wanted has a free line, you hear an alerting tone, [Use line pool?] appears on the display, and an indicator flashes beside an intercom button.
4. Press the [YES] display button or the button beside the flashing indicator. The Ring Again feature dials the intercom number of the telephone you wish to contact.
   OR
   Press the [NO] display button if you do not wish to use Ring Again.

To cancel Ring Again

1. Press [Ring Again]
   OR
   Press [Feature] [#] [2]

Ring Type

One of four different tone combinations can be selected to give your telephone a distinctive ring. This makes it easier to identify your phone in an open office.

To use Ring Type

1. Press [Feature] [*] [6]
   You hear one of the ring types for two seconds.
2. Press the [NEXT] display button (M7310 and M7324 only).
   OR
   Press [1], [2], [3], or [4] from the dialpad.
   The display shows [Ring type:<x>] where <x> is 1, 2, 3, or 4.
   You hear the selected ring type for two seconds.
3. Repeat step 2 until you hear the ring type you prefer.
4. Press the [OK] display button.
   OR
   Press the [Feature] button.
   OR
   Wait a few seconds.
   The telephone records the last ring type selected.

Ringing Line Preference

Each telephone in the Meridian Norstar system can be programmed to ring or remain silent for incoming calls on any outside lines that appear on the telephone.

For example, a telephone can have buttons for Lines 1 to 3, but have only Lines 1 and 2 programmed as ringing lines. An incoming call on any of the three lines will cause the appropriate line button indicator to flash, and the telephone can be used to answer the call. This is especially useful if you wish to monitor calls on some lines, but not to always hear the ringing and answer the call right away.

If a telephone has a Prime Line as an outside line, that line is usually a ringing line. A Prime Phone or a receptionist's telephone usually has many ringing lines.

Programming ringing lines

The lines which ring for calls at each telephone are assigned by the Service Representative in the "Line Access" section of Configuration programming.

Ring Volume

The volume of the ring on a telephone can be adjusted either when it is ringing with an incoming call, or with the following procedure. Once adjusted, the volume does not change until it is adjusted again.

To adjust Ring Volume

1. Press Feature * 8 0
   The telephone rings for four seconds.
2. Press either side of the volume bar repeatedly to adjust the ring volume.

Run/Stop

Run/Stop inserts a "break point" in a sequence of dialed numbers or characters used for automatic dialing.

Whereas the Pause and Timed Release features insert specific time delays, Run/Stop allows you to manually control the delay period, or to dial certain sequences in a repeating cycle.

When you use Run/Stop, the first press of an Autodial button or Speed Dial code dials the programmed sequence up to the break point. The next press dials from the break point to the next break point or to the end of the sequence. Another press begins the sequence again. This feature uses three of the available 16 spaces in an Autodial or Speed Dial sequence.

Your Norstar system can store up to three Run/Stop codes for each Personal Speed Dial code or Autodial button. Digits stored after a fourth Run/Stop code are ignored. A System Speed Dial number can hold only one Run/Stop code.

Each telephone retains its position in a Run/Stop sequence indefinitely, even across power interruptions.

Each telephone uses sequences with break points independently. If one telephone has just dialed the first part of a sequence up to the break point, the same Autodial button or Speed Dial code on another phone in the system will still begin dialing from the beginning of the sequence.

As an example of the use of break points, consider what happens when you call a company with an Automated Attendant, which instructs you to dial the extension number you need. You can program the company number, a break point, then the extension number as one Autodial button. To program the Autodial button, perform the following procedures.

To program an Autodial button using Run/Stop

1. Press Feature * 1
2. Press the Autodial button you wish to program.
3. Dial the first part of the dialing sequence (the company phone number).
4. Press Feature * 9 to store a break point in the sequence.
5. Dial the remainder of the sequence (the extension number you wish to reach).
6. Press OK (or Hold on the M7208) The display shows Key programmed

To use the Autodial button with Run/Stop

1. Press the Autodial button.
   The Run/Stop feature dials the first half of the programmed number sequence, then stops.
2. Wait for the Automated Attendant recording to prompt you to dial the extension number.
3. Press the Autodial button again.
   The remaining digits of the sequence are dialed and your call is connected.

Saved Number Redial

Saved Number Redial allows you to store the number of your current outside call in Norstar's memory, and dial it later by pressing only one button. This feature is similar to Last Number Redial, except that Saved Number Redial will not have the desired number replaced if you later dial another outside call.

Saved Number Redial stores up to 16 digits; if the number you have dialed is longer, only the first 16 digits will be stored.

If you are using a Line Pool when you save an outside telephone number, Saved Number Redial does not store the Line Pool Access code.

Each telephone can save one number at a time with this feature. If you have more than one outside line on your telephone, Saved Number Redial does not store a number for each line.

To save a number

1. Make an outside call.
2. At any point during the call, press [Feature] [6] [7]
   OR
   Press the [Saved No] button.
   Your display shows `Number saved` and then the digits of the number which have been saved.

To use Saved Number Redial

With an outside Prime Line

1. Press [Feature] [6] [7]
   OR
   Press the [Saved No] button.
   Your display shows the saved number, and the Saved Number Redial feature automatically selects a line.
   If no number is stored for your telephone, the display shows `No saved number`
2. Wait for two seconds. After this time, the Saved Number Redial feature dials the number shown on the display.

If you do not have a Prime Line assigned to your telephone, Saved Number Redial will not select an outside line automatically. When you try to use the feature, you will hear an error tone and your display will show [Select a line]

If the Prime Line for your telephone is assigned as an intercom line, the Saved Number Redial feature will attempt to dial the outgoing call on a Line Pool. If your telephone is not assigned to a Line Pool, you will hear an error tone and your display will show [Select a line]

With no Prime Line

1. Press a [Line] button.
2. Press [Feature] [6] [7]
   OR
   Press the [Saved No] button.
   Your display shows the saved number. If no number is stored for your telephone, the display shows [No saved number]
3. Wait for two seconds. After this time, the Saved Number Redial feature dials the number shown on the display.

If you attempt to use Saved Number Redial while you are on either an incoming outside call or on an inside call, your display shows [No number saved] and you will hear an error tone.

Selective Call Forward

If you choose not to answer an incoming call on an outside line, you can use the Do Not Disturb feature to send the call to the Prime Phone. This is referred to as Selective Call Forward.

To use Selective Call Forward

While an outside call is ringing:

1. Press the [DND] (Do Not Disturb) button.
   OR
   Press [Feature] [8] [5]
   The display shows [Do not disturb]
   The call is transferred to the Prime Phone for the outside line the call is on. The display on the Prime Phone shows [DND from <name>]
   Your telephone remains in Do Not Disturb mode.

Speed Dial — Personal

Speed Dial lets you quickly dial frequently called numbers. Each Norstar telephone can store up to 24 outside phone numbers in Personal Speed Dial, and the numbers can be changed at any time. If the telephone is moved within the system, the Personal Speed Dial numbers will stay with the phone (if Automatic Phone Relocation is ON).

Each Personal Speed Dial number is associated with a two digit code. The Personal Speed Dial codes range from 71 to 94. Each Personal Speed Dial number may contain up to 16 digits.

An optional Personal Speed Dial card can be attached to the base of your telephone. When you need to check your programmed Personal Speed Dial numbers, pull the tab, and the chart will swing out.

Other features that provide convenient access to stored phone numbers are System Speed Dial and Autodial.

To use Personal Speed Dial

1. Press a [Line] button (if not the Prime Line).
2. Press the [Speed Dial] button.
   OR
   Press [Feature] [0]
   The display shows `Speed dial>`
3. Enter a two digit Personal Speed Dial code (from 71 to 94). The Speed Dial feature dials the programmed telephone number (a line is automatically selected if an outside line is the Prime Line).

To store a Personal Speed Dial number

1. Press Feature * 4
   The display shows Enter code: _
2. Enter a two-digit code between 71 and 94.
   The display shows Program and HOLD ,or
   Enter digits (M7324 and M7310 only)
3. Enter the desired outside number, including all digits that you must dial when placing the call manually.
4. Press Hold or OK (M7324 and M7310 only) The number is now stored.

Record the name and the assigned two-digit code.

To erase a Personal Speed Dial number

1. Press Feature * 4
   The display shows Enter code: _
2. Enter a two digit code between 71 and 94.
   The display shows Program and HOLD ,or
   Enter digits (M7324 and M7310 only)
3. Press Hold or OK (M7324 and M7310 only)
   Entry<xx>erased appears on the display. <xx> is the number of the Personal Speed Dial code (71-94) which has been erased.

Speed Dial — System

System Speed Dial provides fast access to up to 70 outside phone numbers that are frequently used by everyone in your Norstar system. The numbers can be accessed from all telephones in the system.

Two digit System Speed dial codes identify each Speed Dial number, and range from 01 to 70 inclusive. Each System Speed Dial number may contain up to 16 digits.

Programming System Speed Dial

System Speed Dial numbers are assigned in the "System Speed Dial" section of Administration programming.

To use System Speed Dial

1. Press a [Line] button (if not the Prime Line).
2. Press the [Speed Dial] button.
   OR
   Press [Feature] [0]
   The display shows [Speed dial>]
3. Enter a two digit System Speed Dial code (01-70). You must enter the first zero for codes 01 to 09. The Speed Dial feature selects the programmed telephone number (a line is automatically selected if an outside line is the Prime Line).

Time and Date

The Time and Date appear on the display of your telephone when you are not on a call. At the time of initial installation, the default setting for Time and Date is [Jan 1 1:00 am] and the default year is 1989. The year is not shown on the display.

If there is a power interruption, the Time and Date display stops, then resumes counting when power is restored. The difference between the displayed time and the actual time is the length of the power interruption.

The English Time and Date display is in 12-hour format, with "am" or "pm" following the time. Alternate language displays are in 24-hour format.

English	[Sept 13 2:37 pm]
Spanish	[13 Sep 14:37]
French	[13 sept 14h37]

Programming Time and Date

Time and Date are assigned in the "Time and Date" section of Administration programming.

Timed Release

Timed Release is used in some dialing sequences for signaling a remote device, such as accessing the features of a PBX or Centrex system. It inserts a 1.5 second pause into the sequence.
This feature works only when a call is active. For more information, see the "Access Signalling" section of this chapter. Pause, a similar feature, allows you to insert a delay while you are manually dialing a number.

Generate a Timed Release signal by pressing Feature 7 2
You can program a Timed Release button to send the signal with one press if you program an Autodial button with the feature code. This feature uses three of the available 16 spaces in an Autodial or Speed Dial sequence.

Transfer

The Meridian Norstar system offers four convenient ways to transfer calls:

— Transfer without Announcement

— Transfer with Announcement

— Transfer using Conference

— Transfer using Hold

Transfer without Announcement, the fastest method, transfers an incoming call directly to a co-worker's telephone. If there is no answer, the call will return to ring at your telephone (referred to as a Transfer Callback).

Transfer with Announcement allows you to discuss the call with your co-worker before transferring the call. Transfer with Announcement is also useful if your manager wants to be connected with a person who is hard to reach. Once you have the person on the line, you can call your manager and connect the two calls. This type of Transfer is only available for the M7324 and M7310 telephones.

The transfer methods described above allow you to reconnect with the party you are attempting to transfer up until the time you press the final button of the transfer sequence.

Transfer using Conference allows you to connect two people and yourself in a three-way conversation. The transfer is complete when you leave the Conference Call.

This works best when one of the parties is in your Norstar system; however, you can still connect two outside parties by putting a conference on hold at your telephone. With this method, you must monitor the call and disconnect when the two outside parties have finished their call. If you release yourself from the call, both parties will be disconnected. See the "Conference" section of this chapter for further information.

Transfer using hold is a simple method of transferring calls. After you receive a call for someone in your office, you place them on hold, and call your co-worker. To accept the call, your co-worker presses the button with the flashing line indicator for the line you put on hold. Or, you can return to the caller and take a message.

Transfer without Announcement

While on a call:

1. Press [Transfer]
   OR
   Press [Feature] [7] [0]
   OR
   Press the [TRANSFER] display button (M7324 and M7310 telephones only).
   The display shows [Transfer to:]
2. Dial the intercom number of the person to whom the call will be sent. The display shows [Call transferred]
   OR
   Press the line button of a held inside call if you were already on a call to the requested person.
   The call is immediately transferred, and you are disconnected.

Transfer Callback

If the telephone to which you have transferred a call is busy, or if your transferred call is not answered after a programmed length of time, the Transfer Callback feature will return the call to your telephone. Refer to the "Transfer Callback" section in this chapter for further information.

Transfer with Announcement (M7324 and M7310 telephones only)

1. While on a call, press [Transfer]
   OR
   Press [Feature] [7] [0]
   OR
   Press the [TRANSFER] display button.
   The display shows [Transfer to:]
2. Press [ANNOUNCE] The display changes to [Announce to:]
3. Dial the intercom number of the person to whom the call will be sent.
   OR
   Press the line button of a held inside call if you were already on a call to the requested person.
4. When the call you have placed is answered, announce the call you are transferring. The display shows [<line> > <set>] with <line> as the line number or name (if assigned), and <set> as the intercom number or telephone name (if assigned).
5. Press the [JOIN] display button to connect the two calls. The display shows [Call transferred] for three seconds and you are disconnected from the call.

To cancel Transfer (with or without Announcement)

1. While you are attempting to transfer a call, [Transfer to:] or [Announce to:] appears on the display. At this point, you can cancel the transfer if you wish.
2. Press the [CANCEL] display button. You are automatically reconnected to the party you were attempting to transfer.

Transfer using Conference

While on a call:

1. Put the first call on hold by pressing the Hold button or selecting another line (Automatic Hold).
2. Call the person to whom the first call will be transferred.
3. After the call is answered, press Conf/Trans
   OR
   Press Feature 3
4. Press the line button of the held call (the line with the flashing indicator).
5. To disconnect yourself from the call, press Rls
   OR
   press TRANSFER (M7324 and M7310 telephones only)
   The display briefly shows Call transferred

Transferring from one outside line to another outside line

You can use "Transfer using Conference" to transfer between two outside parties. However, it is very important to follow the procedure below or you may disconnect the calls. Your telephone becomes the link between the other parties.

1. Follow steps 1 to 4 as described in "Transfer using Conference".
2. To remove yourself from the call, press Hold
   The other two lines must remain busy at your telephone until the conversation is finished; go to step 3 only after both parties have hung up.
3. Press Rls

Transfer using hold

This method can only be used to transfer an outside call to another telephone that has a button for the line that the outside call is on.

While on an outside call:

1. Put the outside call on hold by pressing the [Hold] button or selecting another line (Automatic Hold).
2. Call the person to whom the outside call will be transferred.
3. Tell your co-worker which line button to press to take the call.
4. After the line indicator ▶ stops flashing for the outside held line on your telephone, hang up the call.

Transfer Callback

If you used Transfer without Announcement, and send an outside call to a co-worker who does not answer, Transfer Callback will return the call to your telephone after a programmed number of rings. Callback is a convenient feature for receptionists, as they can then take messages from the outside callers. Callback does not apply to inside calls.

If a transferred call cannot ring at the destination telephone, Callback occurs immediately. If the caller hangs up, Callback may still occur; when you answer, you will hear a dial tone.

Callback always returns the call to the telephone that attempted the transfer. Callback will ring on the line it originally used, otherwise it will ring on an intercom line if an outside line button is no longer available.

If no free line is available of any type, the call will be transferred to the Prime Phone on systems that have both a Prime Phone assigned to the line, and Delayed Ring Transfer turned ON. If a Callback is not answered at the Prime Phone within three minutes, the outside call will be disconnected.

Do Not Disturb (if it is turned ON at the telephone which made the transfer) cancels the ringing for a Callback call, but not the flashing of the indicator.

Callback cannot occur at a telephone that is in an Administration or Configuration session.

Programming Transfer Callback delay

The Callback delay is assigned by your Service Representative in the "Call Handling" section of Configuration programming.

To reconnect with your original caller

M7324 and M7310 telephones

Your telephone rings, and the display shows
`<name> no reply`

1. Press the `CALLBACK` display button
   OR
   Press the line button for the call.
   You are connected with your original call.

If there are more than one Callback calls, pressing `CALLBACK` connects you with the call that has been waiting the longest.

M7208 telephone

On the M7208 telephone, a call arriving at your telephone through the Callback feature appears as a regular ringing call. The display shows `<name> no reply`

Trunk Answer

This feature allows you to answer, from any telephone, an outside call which is ringing at another telephone in your office. This is true even if the telephone you use has not been assigned the outside line that the call is ringing on.

This works only with calls that are ringing on lines with Night Service turned ON. If the line does not have Night Service turned ON, it must be answered using another method, such as Call Pickup. If there is more than one incoming call on lines in Night Service, this feature will pick up the call that has been ringing the longest.

Trunk Answer cannot be used to answer calls on Private lines.

Programming Trunk Answer

This feature is turned ON or OFF in the "Night Service" section of Administration programming.

To use Trunk Answer

1. While a call is ringing on a line that is in Night Service, lift the receiver.
   OR
   Press [Handsfree]
2. Press [Feature] [8] [0] [0]
   OR
   Press [Trunk Answer]
   The display shows [<name> pickup] where <name> is the number or programmed name of the line on which the call is ringing. The call is connected immediately.

Voice Call

The Voice Call feature allows you to make a voice announcement or begin a conversation through the speaker of another telephone in your system. The person you call will first hear an alerting tone, and then your voice. With the Handsfree Answerback feature, the other party can answer without picking up the receiver; otherwise, they can use [Handsfree] or pick up the receiver.

You cannot make a Voice Call if the receiving telephone is busy; or if Call Forward, Do Not Disturb, or Voice Call Deny is active on the receiving telephone.

Once a Voice Call has been answered, it can be held, transferred, or otherwise treated as a normal call.

To make a Voice Call

1. Press the [Voice Call] button.
   OR
   Press [Feature] [6] [6]
   [Dial voice call] appears on the display.

2. Dial the intercom number of the person you wish to speak to. When the display shows [Voice call], the line is open for you to speak. If the display shows [No voice call], your call proceeds as a regular ringing call. You may hear a busy signal, or the call may be redirected.

Handsfree Answerback

The Handsfree Answerback feature, if assigned to your telephone, allows you to respond to a Voice Call without touching the telephone. You can immediately begin a conversation using your telephones microphone.

When the Voice Call begins at the phone, you will hear an alerting tone every 15 seconds as a reminder that the microphone is ON. If you do not wish to hear the tone while you are carrying out the Voice Call conversation, pick up the receiver or press the [Handsfree] button.

Programming Handsfree/Answerback

Handsfree Answerback is assigned to a telephone in the "Permissions" section of Administration programming.

Voice Call Deny

This feature prevents a telephone from receiving Voice Calls; all incoming inside calls are received as normal ringing calls.

To use Voice Call Deny

1. Press the [Voice Deny] button.
   OR
   Press [Feature] [8] [8]
   The display briefly shows [No voice calls]

To cancel Voice Call Deny

1. Press the [Voice Deny] button again.
   OR
   Press [Feature] [#] [8] [8]
   The display briefly shows [Allow voice call]

4 Alerting Messages

This chapter lists, in alphabetical order, the alerting messages that can appear on the display of your telephone. Alerting messages inform you that an incorrect action has been taken during the use of a feature, or that for some reason what you have requested is unavailable.

Since many of these messages can appear during more than one kind of operation, separate explanations are given for each situation. Where appropriate, suggestions are also given to assist you in using the feature correctly.

For further information concerning the messages which appear on your telephone display, see the appropriate sections of the "Feature Operations" chapter of this Guide.

Names that are programmed for lines and telephones are shown as <name>. Messages that begin with a <name> are at the end of the alphabetical listing.

Access denied

Call Pickup

You have tried to use Call Pickup, but your telephone is not a member of a Call Pickup Group.

Night Service

You are trying to activate Night Service from a telephone that is not a Night Control Phone.

`Already joined`

Call Identification

Your telephone is already connected to the telephone you are trying to call. Check your active line and intercom buttons, and use the existing connection for your call.

Call Pickup

You are already connected to the telephone which made the call you are trying to pick up. This can happen if you are on a call to a co-worker's telephone, your co-worker dials a number which is in your Pickup Group, and you attempt to pick up that call.

`Call blocked`

Priority Call

The person you are attempting to contact has chosen not to accept your attempt to place a Priority Call. Contact the person by using the Page or Message feature, or try to call the person later.

`Can't ring again`

Ring Again

You have tried to use the Ring Again feature, but either the call you have made will not allow it (for example, an outside call), or your telephone has no active call.

`Conference busy`

Conference

You have tried to make a conference call, but the maximum number which your system can support (five) has been reached.

`Denied in admin`

Line Pools

You have tried to connect to a Line Pool, but your telephone does not have access to it.

Priority Call

You have tried to make a Priority Call, but your telephone is not assigned to use this feature.

```
Dial memory full
```

Outside Autodial and Personal Speed Dial

You have tried to enter a new Outside Autodial or Personal Speed Dial number, but the memory allotted to these numbers in your Norstar system is full.

```
Feature timeout
```

Restriction Passwords

You have taken more than 15 seconds to enter the four-digit password.

```
Forward denied
```

Call Forward

You have tried to forward your calls to an incorrect intercom number or autodial button, or you are trying to forward your calls to a telephone that is already forwarded to your telephone.

```
Get call first
```

Call Park

You have attempted to park a call with no active call on your phone, but you have one or more calls on hold. If the call you wish to park is on hold, you must reconnect to it before you can park it.

```
In use: <name>
```

Administration

You have tried to enter Administration, but another telephone in your system (specified by `<name>`) is using Administration or Configuration.

`Invalid code`

Call Park (Retrieval)

You have entered a number other than 101 or 102.

Feature Access

You have dialed an incorrect or unprogrammed code.

Line Pool

You have given an invalid Line Pool Access code.

Speed Dial

You have dialed a number outside the code range (01-70 for System Speed Dial; 71-94 for Personal Speed Dial) .

`Invalid number`

Call Identification

You have dialed an Intercom number which is outside the allowable range (21 to 99).

`Invalid password`

Restriction Passwords

You have entered a password which is not programmed into your system.

`Invalid zone`

Page

You have entered a page zone code which is not between 1 and 3.

`Line denied`

Private Line

You have attempted to pick up a call on a private line which is not assigned to your telephone.

`Line in use`

Exclusive Hold

You have attempted to pick up a call which has been placed on Exclusive Hold on another telephone.

Lines (Outside Line Access)

The line you have chosen is in use at another phone. Use a different line, or wait until the line is free.

Line Pool

The line chosen by the system for your Line Pool request became active before connecting with your call. Retry the Line Pool request.

`Make call first`

Call Duration Timer

You have tried to check the length of your last call or to time your current call, but no call has been made since your telephone's clock was last reset.

Priority Call

You have attempted to use the Priority Call feature with no ringing or busy tone on the line.

Use Priority Call only when you hear ringing or a busy signal.

Transfer

You have attempted to transfer a call when you are not established on a call.

`Make calls first`

Conference

You have tried to set up a Conference call, but you haven't placed the calls that are to be connected. Make both calls first.

`Make second call`

Conference

You have tried to set up a Conference call, but there is no held call to complete it. Make both calls first.

`Message denied`

Messages

You have attempted to send a message to an incorrect intercom number or to a telephone which is out of service.

`Need Handsfree`

Headset

You are attempting to use a headset, but Handsfree/Mute is not programmed for your telephone. If you are not using a Headset, you have accidentally plugged your telephone receiver into the Headset outlet on the bottom of the telephone.

`No call on:<xxx>`

Call Park

You have tried to retrieve a Parked call, but there was no call on the Retrieve Park code that you entered. Enter the correct code.

`No call to park`

Call Park

You have attempted to park a call , but there are no calls at your telephone.

`No free lines`

Line Pool

You have tried to access your Line Pool, but no lines are presently available. Use Ring Again or retry the call later.

`No key available`

Line Identification

No appropriate line is available for your call or feature.

`No last number`

Last Number Redial

You have tried to use Last Number Redial, but no outside number has been dialed since the last power interruption.

`No line selected`

Lines (Outside Line Access)

Your telephone cannot select the Prime Line because it is in use or not defined. Select a line manually.

Handsfree/Mute

No line has been selected. Select a line manually.

`No messages`

Messages

— There are no messages in your Message Waiting list (M7208 only);

— You have not sent any messages to cancel; or,

— There are no messages to show.

`No number saved`

Saved Number Redial

You have attempted to save the number of an incoming outside call or an intercom call. You can only save outside numbers which you have dialed yourself.

`No number stored`

Speed Dial

The two-digit code you dialed is a blank Speed Dial entry. It contains no outside number to be dialed.

`No saved number`

Saved Number Redial

You have not saved an outside number since the last time your system was restarted. The Saved Number Redial memory is empty.

`No voice call`

Voice Call

The telephone receiving the call cannot accept Voice Calls for one of the following reasons:

— it is active or ringing with another call;

— it is in Call Forward mode;

— it is in Do Not Disturb mode; or

— it has Voice Call Deny turned ON.

The call will proceed automatically as a regular ringing call.

`Not in service`

Call Forward

Two or more telephones are linked in a forwarding chain, and one of them is out of service (disconnected or being used to program the system). Wait until Call Forward has been turned OFF at the telephone which is forwarded to the telephone that is out of service.

Call Identification

— the telephone you are calling is being used for Administration or Configuration programming; or,

— the telephone you are calling has been disconnected.

Priority Call

You have attempted to contact a telephone which is busy in an Administration or Configuration session.

Night Service

The Night Ringing Phone you are trying to activate is out of service or there is no Night Ringing Phone assigned.

Transfer Callback

The telephone to which you are trying to transfer a call is out of service.

`On another call`

Call Identification

The telephone you have called is on another call. If your call is not answered, turn Ring Again ON, or try the call later.

`Page timeout`

Page

The two minutes allotted for paging have expired.

`Paging busy`

Page

A page is already being made in the Page Zone you have requested.

`Park denied`

Call Park

You have attempted to park a Conference call. Split the Conference first, and park the portions under separate Retrieve Park codes. The person who retrieves the calls can reconnect the Conference call.

`Parking full`

Call Park

Both available Retrieve Park codes (101 and 102) are in use.

`Pickup denied`

Call Pickup

You have tried to pick up a call, but:

— there is no call ringing that you are able to pick up; or,

— the call which was ringing has already been answered.

The call you heard may have been on a Private line, or, if you are using Call Pickup, it may have been outside your Pickup Group.

Trunk Answer

You are attempting to use Trunk Answer to answer a call which is not ringing on a line placed into Night Service.

`Restricted call`

Call Restrictions and Overrides

The call you are attempting to make is prevented by a system Restriction. Make your call on a line or telephone which is not restricted, or a use Restriction Password to bypass the Restriction.

`Select a line`

Lines (Inside and Outside)

You are trying to make a call without manually selecting a line, and:

— no Prime Line has been assigned; or,

— the feature you are using does not automatically select a line.

You must select a line manually.

`Their list full`

Message

You are trying to send a message to a telephone whose message waiting list is full.

`3 parties only`

Conference

You are trying to add a fourth party to your Conference call, or to join two conferences together. Release one person from the conference call before adding another, or keep the two Conference calls separate.

`Transfer denied`

Transfer

You have attempted to transfer an outside call to another outside party. Use the Conference feature to connect the two outside parties.

`Your list full`

Message

You have tried to send a message but your telephone's list of messages that you have sent is full. Cancel one of the messages you have sent (if possible), or wait until you have received a reply to another message.

`Your number`

Call Identification

You have dialed the telephone or intercom number of the telephone you are using.

`<name> busy`

Call Identification

The telephone you have called has no intercom lines available.

Transfer Callback

The person to whom you are attempting to transfer a call is on another call.

`<name> forward`

Night Service

The Night Ringing Phone is in Call Forward. The Night Service function will be transferred to the destination telephone.

`<name> hung up`

Transfer

This message indicates that the party you have attempted to transfer has hung up before the transfer is complete.

5 Glossary

Access Code: A sequence of characters used to gain entry into Norstar programming. There are Access Codes to begin Startup, Configuration programming, and Administration programming.

Access Signaling: Norstar telephones can access a remote system (such as a Centrex or a PBX), or dial a number on an alternate carrier by means of Access Signaling (also referred to as "End-to-End" Signaling). There are four features that provide Access Signaling: Link, Pause, Run/Stop, and Timed Release.

Administration: Administration is the programming of certain settings on the Norstar system. These settings include: 1. System Speed Dial, 2. Names, 3. Time and Date, 4. Restrictions, 5. Overrides, 6. Permissions, 7. Night Service, and 8. Passwords.

Administration Access Code: This Access Code must be entered to access Administration programming:

Feature * * 2 3 6 4 6

or

Feature * * A D M I N

The code cannot be used to enter Configuration programming, System Startup, or Set Copy.

Administration Password: This optional one to six digit Password prevents unauthorized access to Administration programming. The Administration Password is assigned in section "8. Passwords" of Administration programming (the default is no Password).

Analog Terminal Adapter (ATA): This device permits analog telecommunication devices (for example, FAX, answering machines, and single line telephones) to connect to the Norstar system. Programmed defaults for the ATA are automatically assigned by the system.

Applied to lines: This sub-heading appears in section "4. Restrictions" and section "5. Overrides" of Administration programming. Restrictions and Overrides are assigned to each line.

Applied to sets: This sub-heading appears in section "4. Restrictions" and section "5. Overrides" of Administration programming. Restrictions and Overrides are assigned to each telephone.

Autodial Button: An Autodial button provides one-touch dialing of outside numbers, intercom numbers, or feature codes.

Automatic Hold: This feature will automatically place an active call on hold if another line is selected.

Automatic Phone Relocation: The Automatic Phone Relocation feature allows a telephone to retain its personal and system programming when it is reconnected to another physical location. This feature is activated in section "4. Miscellaneous" of Configuration programming.

Auxiliary Ringer: This is a separate external telephone ringer or bell. It can be programmed to ring when a line (section "1. Line Data" of Configuration), a telephone (section "6. Permissions" of Administration), or both ring; or, when Night Service (section "7. Night Service" of Administration) is active.

Background Music: This feature allows music from an external source, such as a radio, to play over the speaker of the telephone. This feature should not be activated unless a music source (customer supplied) has been connected to the Norstar System. Background Music is activated in section "4. Miscellaneous" of Configuration programming.

Busy Lamp Field (BLF): This device, which attaches onto the M7310 telephone, has a panel of Liquid Crystal Display (LCD) indicators that show the busy/not busy and DND (Do Not Disturb) status of up to 24 telephones in the Norstar system. Each of the dual memory buttons that are programmed as Inside Autodial buttons on the M7310 will indicate the status of an office telephone. The BLF will also indicate if a Norstar telephone is involved in a programming session.

Button Caps: These interchangeable plastic squares fit over the buttons of Norstar telephones, and are used to label the features programmed onto each programmable button location. Button caps can be either pre-printed or have clear windows which allow features, lines, and Autodial numbers to be labelled on the button.

Button Inquiry: This feature provides a method of checking the function of each programmable memory button on a Norstar telephone.

Call Handling: Call Handling is a collection of some Norstar features and their parameters which are programmed in section "3. Call Handling" of Configuration programming. Call Handling includes settings for the following features: Held Line Reminder, Delayed Ring Transfer, Transfer Callback, Park Timeout, and Music/Tones/Silence On Hold.

Call Park: Call Park places a connected call on hold, allowing it to be retrieved from any other telephone in the system. A call can be retrieved from any telephone by the selection of an intercom line, followed by dialing the Retrieve Park code (which automatically appears on the display of the telephone which parked the call). Up to two calls can be parked at once in the system.

Call Park Callback: See "Callback".

Callback: Callback occurs at a telephone which attempts an unsuccessful Transfer or Call Park for an outside call. After a specified period of time, an unanswered call returns to the telephone which originally made the Transfer or parked the call.

Change DNs: Existing DNs can be replaced with a new number in section "5. Change DNs" of Configuration programming.

CO Line (Central Office Line): See "Line".

Configuration: This is a type of programming that assigns certain settings to lines and telephones, as well as some system-wide settings. Configuration is usually performed by the telephone company Installer or Service Representative, and not by the System Coordinator.

Configuration Access Code: A sequence of digits which are dialed on the dialpad to provide access to Configuration programming. The Installer Password must be entered before any Configuration programming can be done.

Copy: The [COPY] display button appears during Configuration and Administration programming. With this button, certain programmed settings can be copied from one line to another, or from one telephone to another. Line programmable settings that can be copied are Line Data, Restrictions, Overrides, and Night Service. Telephone (set) programmable settings that can be copied are Line Access, Restrictions, Overrides, and Permissions.

Cursor: This is a short line which appears on the telephone display to indicate that digits or letters can be entered using the dialpad.

Date: See "Time and Date".

Data Terminals: Devices which can be used to transfer data instead of only voice (as with a telephone). The settings for these devices are not programmed with Configuration or Administration programming.

Default Setting: This is a feature setting which is in effect upon initial installation unless manually changed through programming. Default settings are automatically assigned to correspond to the Square template during System Startup. In the *Meridian Norstar Compact Programming Record*, default settings are shown in **Bold** text.

Delay: The time period before certain features become active. A delay can be programmed for the following features: Call Park Callback, Delayed Ring Transfer, Held Line Reminder, and Transfer Callback features.

Delayed Ring Transfer (DRT) to Prime: After a specified number of rings, this feature transfers an unanswered ringing call to the Prime Phone associated with the line the call is on. This feature is activated in section "3. Call Handling" of Configuration programming.

Dial-0 Set (Dial Zero Phone): A telephone which is assigned to ring when someone dials "0" from another Norstar telephone. This feature is assigned in section "4. Miscellaneous" of Configuration programming.

Directory Number (DN): A unique number which is automatically assigned to each telephone or Data Terminal during System Startup. The DN, also referred to as an intercom number, is often used to identify a telephone when settings are assigned during Configuration and Administration programming.

Display: A Liquid Crystal Display (LCD) on the telephone that provides information related to feature operation and programming.

Display Button: The Norstar M7310 and M7324 telephones are each equipped with three buttons located directly beneath the Liquid Crystal Display. During feature operation or programming, some or all of these buttons may be used to provide further options. If an option is available, it is shown in the bottom row of the two row display, directly above the corresponding display button.

DRT Delay: The number of rings before a Delayed Ring Transfer occurs. This is assigned in section "3. Call Handling" of Configuration programming.

DRT to Prime: See "Delayed Ring Transfer to Prime".

Emergency Telephone: A single line telephone (also referred to as a 500/2500 telephone) that becomes active when there is no power to the Key Service Unit.

External Paging: A Norstar feature that allows voice announcements to be made over an externally mounted loudspeaker (supplied by the customer) connected to the Key Service Unit.

Feature Button: This button is the first button pressed on a Norstar telephone before a feature code is entered when using a feature, or to gain access to programming with an Access Code.

Feature Cartridge: A replaceable software cartridge containing the Norstar features. The Feature Cartridge is inserted into the Key Service Unit.

Feature Code: This is a number that is used to activate a particular feature.

Flexible Numbering Plan: Individual Directory Numbers (DNs) and Line Pool Access Codes can be assigned.

Full Autohold (on idle line): If an idle external line is selected without a number being dialed, and an action is performed which selects another line, this feature will place the original line on hold. This setting is assigned in section "1. Line Data" of Configuration programming.

Full Handsfree: See "Handsfree".

General admin: This heading appears as "B. General admin". See "Administration" for more details.

Handset: This is another name for the hand-held receiver of a telephone.

Handsfree: This feature allows calls to be made without use of the telephone receiver. Full Handsfree is activated in section "6. Permissions" of Administration programming. When programmed, a [Handsfree] button is automatically assigned to the telephone.

Handsfree (HF) Answerback: This feature, when activated, automatically turns ON the microphone at a telephone receiving a Voice Call so that the person receiving the call can respond without lifting the receiver. This feature is activated in section "6. Permissions" of Administration programming.

Handsfree/Mute Button: See "Handsfree".

Headset: Norstar telephones support the use of headsets (customer supplied), which are small head or ear mounted telephone receivers that are used instead of the hand held receiver.

Held (Line) Reminder: A reminder tone and a "Held Call" display message occur at a Norstar telephone when a call has been placed on hold for a programmed period of time. The Held Line Reminder feature and Remind Delay are programmed in section "3. Call Handling" of Configuration programming.

HF Answerback: See "Handsfree Answerback".

Hold button: This red button [Hold] is used to suspend calls so that the person using the telephone can perform another task without disconnecting the caller.

Hybrid (template): This is one of the three Norstar system templates. In the Hybrid template, Line 1 appears on each telephone, and each telephone has access to Line Pool 1. The template is assigned in System Startup.

I/C: An abbreviation of the word intercom.

Individual DNs: This sub-heading, in section "5. Change DNs" of Configuration programming, is used to change the intercom number of a telephone within the system.

Installer: Someone who installs the Norstar equipment, and performs System Startup and Configuration programming. The Installer or the System Coordinator can also program Administration settings.

Installer Password: A Password that is used to prevent unauthorized access to Configuration programming. The default Installer Password must be used to enter Configuration unless changed in section "4. Miscellaneous" of Configuration Programming.

Intercom Buttons: These buttons provide access to inside (intercom) lines used for calls within a Norstar system or for access to outside lines through a Line Pool. A telephone may be assigned up to two intercom buttons, or none. The number of intercom buttons on a telephone may be assigned in section "2. Line Access" of Configuration programming.

Intercom Keys: See "intercom Buttons".

Intercom Lines: These lines, also known as inside lines or extensions, are used for calls within a Norstar system or to access outside lines through a Line Pool.

Internal Tones: This feature transmits a 140 millisecond tone on inside lines. The tone is created by pressing a dialpad button during a call.

Key Service Unit (KSU): The central hardware component in the Norstar system.

Line: An external or outside telephone line. This is also referred to as a Central Office (CO) line. Each Norstar line can have different characteristics assigned to it in Configuration programming.

Line Access: These Configuration settings allow you to program certain line parameters to an individual telephone. Section "2. Line Access" of Configuration programming includes Line Assignment, Ringing, Line Pool Access, intercom Keys, and Prime Line.

Line Assignment: Line Assignment lets you define which lines are accessible to an individual telephone. An outside line assigned to a telephone must appear on a Line button with an indicator. The use of programmed feature buttons, such as [Handsfree], will reduce the number of buttons available for Line appearances. Line Assignment is programmed in section "2. Line Access" of Configuration programming.

Line Data: These settings are used to program certain parameters specific to an individual line. Section "1. Line Data" of Configuration programming includes Line Type, Line Mode, Auxiliary Ring, Full Auto-Hold on idle line, and Prime Set.

Line Names: This sub-heading of section "2. Names" of Administration Programming allows Names to be programmed to outside lines.

Line Number: A one digit number which identifies a line connected to the KSU.

Line Pool: A Line Pool is a specific group of lines used for making outside calls. Each of Norstar's three Line Pools provides an efficient way of giving a telephone access to outside lines without taking up many Line buttons. A line in a Line Pool cannot be a "Public" or "Private" line. A line is assigned to be a member of a Line Pool in section "1. Line Data" of Configuration programming.

Line Pool Access: This sub-heading assigns the Line Pools that a telephone may access. Line Pool Access is assigned in section "2. Line Access" of Configuration programming.

Line Pool Access Code: The Line Pool Access Code is a number that is used to identify a specific Line Pool when using the Line Pool feature. Rules governing the assignment of Line Pool Access Codes are: 1) the code can be a number from one to four digits in length, 2) the code cannot be the same as any Directory Number (DN), and 3) codes starting with the same digit must be the same length. Line Pool Access Codes are assigned in section "4. Miscellaneous" of Configuration programming.

Link Time: This is a specific time delay that allows access to PBX or Centrex features through a Norstar system. Link Time is also referred to as a "Hookswitch Flash" or "Recall". Link Time is assigned in section "4. Miscellaneous" of Configuration programming (call the PBX or Centrex customer service department for information on the required Link Time).

M7208: The Meridian M7208 telephone has a single line display, and eight programmable buttons with indicators.

M7310: The Meridian M7310 telephone has a two line display with three display buttons, 10 programmable buttons with indicators, and 12 dual programmable buttons without indicators.

M7324: The Meridian M7324 telephone has a two line display with three display buttons, and 24 programmable buttons with indicators.

Memory Buttons: These buttons can be programmed to activate automatic dialing of frequently used features. All three Norstar telephones have memory buttons with indicators, and the M7310 has an additional 12 dual memory buttons without indicators.

Message: A message, which appears on the telephone display that informs the recipient to call the person who sent the message. Messages can only be sent within the Norstar system.

Miscellaneous: Section "4. Miscellaneous" of Configuration programming is a collection of assorted system-wide settings. Miscellaneous includes: Background Music, Dial-0 Set, Alarm Set, Link Time, Set Relocation, Line Pool Codes, and Installer Password.

Mode: The signaling mode of an outside telephone line can be either pulse or tone. The mode can be changed in section "1. Line Data" of Configuration programming.

Music Source: An external music source (customer supplied), such as a radio, can be connected to the Key Service Unit for Music on Hold, Background Music, or both.

Names: This section of Administration programming is used to assign an optional name to identify and personalize each telephone or line. This name appears on a display during the use of certain features. A name can be any combination of letters or numbers up to seven characters in length. Names are assigned in section "2. Names" of Administration programming. If no Name is assigned, the line number or DN (for a telephone) will appear on the display instead of a Name.

Night Auxiliary Ringer: This setting controls whether or not calls arriving at a Night Ringing Set will also ring at the Auxiliary Ringer. Night Auxiliary Ringer is assigned within section "7. Night Service" of Administration programming.

Night Control Set (Night Control Phone): A Night Control Phone can place the lines for which it has responsibility in or out of Night Service. Night Control Phone is assigned to a telephone in section "7. Night Service" of Administration programming.

Night Ring: See "Night Ringing Set".

Night Ringing Set (Night Ringing Phone): This telephone can be assigned to ring when a line has been placed into Night Service. The telephone is assigned in section "7. Night Service" of Administration programming.

Night Service: Certain features become active when one or more lines are placed into an operating mode called Night Service. This is usually done to provide special ringing and Dial Zero access after normal office hours, or when there are few people available to answer calls. These features are: Trunk Answer, Night Dial Zero Phone, Night Control Phone, Night Ringing Phone, and Night Auxiliary Ringer. Night Service settings are programmed in section "7. Night Service" of Administration programming.

Night Set (Night Phone): See "Night Ringing Set".

Night-0 Set (Night Dial Zero Phone): This setting assigns a certain telephone as an additional Dial Zero telephone when Night Service is active. Calls which ring at the Night Dial Zero Phone will also ring at the other Dial Zero telephone assigned in section "4. Miscellaneous" of Configuration programming. Night-0 Set is assigned in section "7. Night Service" of Administration programming.

Norstar Programming Overlay: The Overlay labels indicate the special function that some of the buttons with indicators have during programming. These buttons provide options for moving through the display messages. The Overlay for the M7310 and M7324 telephones is placed over the top four memory buttons. The Overlay for the M7208 is placed over all of the eight buttons.

On Hold: This setting controls whether callers hear music, periodic tones, or silence when they are placed on hold. This system-wide feature is assigned in section "3. Call Handling" of Configuration programming.

Overlay: See "Norstar Programming Overlay".

Overrides: These are selected exceptions to the call Restrictions placed on lines and telephones. There is a system-wide maximum of 10 Overrides. A telephone caller may, for example, be prevented from dialing numbers which start with the digit "1", but may have an override of "1403". This would allow the caller to dial any number which starts with "1403". Overrides are defined, and then assigned to certain lines or telephones, in section "5. Overrides" of Administration programming.

Override index number: A number between 1 and 10 which identifies an Override.

Page: This Norstar feature allows announcements to be made from a telephone which can be heard by many people at the same time. There are three Page options, selected by the telephone where the Page is made: Internal Page (announce over the telephone speakers), External Page (announce over an externally mounted, customer supplied loudspeaker), and both Internal and External Page together.

Page Zone: A local area in the office that can receive directed Page announcements independently of the remainder of the office. Each Page Zone is identified by a number from 1 to 3. Each telephone is assigned to a unique Page Zone in section "6. Permissions" of Administration programming.

Park Timeout: This is the period of time before an unanswered Call Park call is redirected to the Prime Phone for the line the call is on. Park Timeout is defined in "3. Call Handling" of Configuration programming.

Password: A Password is a specific sequence of digits that are entered from the dialpad to gain access to Norstar programming. A Password is required for System Startup, Administration programming, and Configuration programming (also, see "Restriction Override Password".)

Pause: This feature inserts a 1.5 second delay in a dialling sequence on an outside line.

PBX: See "Private Branch Exchange (template)".

Permissions: These are specific characteristics that can be assigned to an individual telephone. Permissions includes Full Handsfree, Handsfree Answerback, Pickup Group, Page Zone, Auxiliary Ringer, Receive tones, and Priority Call. Permissions are programmed in section "6. Permissions" of Administration programming.

Personal Speed Dial: These two-digit code numbers (71-94) can be programmed to dial outside telephone numbers up to 16 digits in length. Personal Speed Dial codes are programmed for each telephone, and can only be used at the telephone on which they are programmed.

Pickup Group: A telephone can be placed into one of four Call Pickup Groups. A call ringing at a telephone within a Pickup Group can be picked up by any other telephone within the same Pickup Group. A Pickup Group is assigned to a telephone in section "6. Permissions" of Administration programming

Pool: See "Line Pool".

Prime Line: A telephone can be programmed to automatically select a certain line type whenever a call is made by lifting the receiver or pressing the Handsfree button. This line is called the Prime Line, and is assigned in section "2. Line Access" of Configuration programming.

Prime Set (Prime Phone): This telephone provides backup answering for incoming calls on outside lines. If a telephone is assigned as a Prime Phone for a line, then the telephone will ring for any unanswered calls on that line. A Prime Phone may be assigned to a line in section "1. Line Data" of Configuration programming. The default Prime Phone DN is 21. A Norstar system can have more than one Prime Phone.

Priority Call: This feature allows an urgent Voice Call to be made when the called telephone is busy or has Do Not Disturb activated. Priority Call should not be made available to everyone, and should be selectively programmed. This feature is enabled for a telephone in section "6. Permissions" of Administration programming.

Private Branch Exchange (template): This is one of the three Norstar System Startup templates. In the Private Branch Exchange (PBX) template, specified Lines are in a Line Pool. Each telephone is assigned access to Line Pool 1.

Private to: An external (CO) line may be assigned to one telephone as a Private line. The line does not appear on any other telephone. Private lines cannot be placed in Line Pools. A line may be assigned as a Private line in section "1. Line Data" of Configuration programming.

Programming: The designation of various characteristics within the Norstar system, both system-wide, for each telephone, and for each line.

Programming Overlay: See "Norstar Programming Overlay".

Public: This refers to an outside line which can be assigned to any telephone. A line is assigned as Public in section "1. Line Data" of Configuration programming.

Pulse: This is a dialing mode for outside lines that is traditionally used by rotary dial telephones. In section "1. Line Data" of Configuration programming, this option can be selected for any line on which pulse dialing is required.

Radio Frequency (RF) Filter Kit: A Norstar device designed to alleviate problems associated with radio frequency interference that may be experienced when a headset or external Auxiliary Ringer is used with a telephone.

Recall: See "Link Time".

Receive tones: This appears on the display in the "Permissions" section of Administration programming, and determines if a telephone may receive Internal Tones.

Release button: The [Rls] button ends a call in the same way that hanging up the receiver does. It also ends any current feature programming.

Remind Delay: The period of time from when a call is put on hold to when a reminder tone is heard and a message appears on the telephone display. Remind Delay, a parameter of the Held Line Reminder feature, is assigned in section "3. Call Handling" of Configuration programming.

Restriction index number: A number between 1 and 30 which identifies a Restriction.

Restrictions: Preselected telephones and lines may be restricted from dialing certain telephone numbers (such as long distance, directory assistance and other toll calls). Restrictions are defined and assigned to certain lines or telephones in section "4. Restrictions" of Administration programming. There is a maximum of 30 Restrictions.

Restriction Override Password: This four-digit Password allows a caller to override system-wide Restrictions when making an outside call. This Password must be entered before the call is dialed. Up to 25 Restriction Override Passwords may be defined in section "8. Passwords" of Administration programming.

Ring/No ring: See "Ringing".

Ringing: In section "2. Line Access" of Configuration programming, a line can be assigned to ring or not to ring at a telephone for incoming calls. If a line has been assigned as "No ring", an incoming call is still shown by a flashing indicator.

Run/Stop: This feature inserts a delay in a dialing sequence. The delay can be any length of time.

Set: Set is another name for a telephone.

Set Copy: Set Copy allows the duplication of programmable settings from one telephone to another telephone. Set Copy, available through menu heading "C. Set Copy", provides two options: duplicating System Data and User Data, or duplicating System Data only. Set Copy does not provide the same copy capability as the [COPY] display button, which is more selective of the settings to be duplicated.

Set Names: This sub-heading of section "2. Names" of Administration Programming allows Names to be assigned to telephones.

Set Relocation: See "Automatic Phone Relocation".

Shift Button: This small triangular button is located beside the dual memory buttons on the upper half of the M7310 telephone. The shift button must be pressed to store or access features on the top half of the dual memory buttons.

Square (template): This is one of the three Norstar system templates. In the Square template, Lines 1 and 2 are assigned to each telephone. The Square template is the default during System Startup. All defaults shown in the *Meridian Norstar Compact Programming Record* correspond to the Square template settings.

Station: This is another way of referring to an individual telephone or to a telephone's location.

Station Auxiliary Power Supply: This device is used to provide power to a Norstar telephone that is connected more than 300 m (1000 ft.) and less than 760 m (2500 ft) from the Key Service Unit.

System Coordinator: This is the title assigned to the person responsible for Norstar Administration programming and the training of co-workers on the Norstar system.

System Data: Programmable settings from System Startup, Configuration and Administration programming.

System Speed Dial: These two digit numbers (01 to 70) can each be programmed to dial telephone numbers up to 16 digits in length. System Speed Dial codes are programmed for the entire system in section "1. System Speed Dial" of Administration programming.

System Startup: When a Norstar system is first installed and powered up, System Startup must be performed before Configuration or Administration programming can be done. Startup initializes the system with a predetermined template system setting, and clears the system memory.

System Startup Access Code: A sequence of digits which are dialed on the dialpad to provide access to System Startup. A Password is required before System Startup can begin.

Table entries: A sub-heading in sections "4. Restrictions" and "5. Overrides" of Administration programming. Table entries allows the assignment of a Restriction to one or more of the 30 Restriction Index numbers, and an Override to one or more of the 10 Override Index numbers.

Template: A system-wide setting assigned during System Startup. The most important effects of a template are the number of lines assigned to the telephones, and the assignment of Line Pool Access. Templates will also assign other system-wide defaults, such as Prime Line and Ringing Line assignment. The choice of one of three templates is not affected by Configuration or Administration programming. It is important to understand that a template is only provided as a convenience, and that any settings effected by the template can be changed.

Time and Date: The current Time and Date appear on the display of idle Norstar telephones. The Time and Date can be changed in section "3. Time and date" of Administration programming.

Tone: This is a dialing mode for outside lines. Tone is also referred to as "Touchtone" or DTMF (Dual Tone Multi Frequency) tones. Tones may be required for Access Signaling to PBX or Centrex systems. In section "1. Line Data" of Configuration programming, this option can be assigned for any line on which tone dialing is required.

Transfer: This feature provides the option of redirecting a call to another telephone. There are four types of Transfer: Transfer using Hold, Transfer using Conference, and Transfer with and without Announcement.

Transfer Callback: After a specified number of rings, an unanswered transferred call will return to the telephone which originally made the transfer. The number of rings can be assigned in section "3. Call Handling" of Configuration programming.

Trunk Answer: This feature allows a ringing call to be answered from any Norstar telephone in the system on any line that has Night Service activated. Trunk Answer is assigned in section "7. Night Service" of Administration programming.

Type: This setting controls whether each line assigned to a telephone is Public, Private, or assigned to one of Norstar's three Line Pools. Line Type is assigned in section "1. Line Data" of Configuration programming.

User Data: User Data is an option in the Set Copy function. User Data refers to the personal settings which are unique to an individual telephone, and are not programmed in Configuration or Administration programming. User Data is programmed at each telephone. These settings, for example, include Personal Speed Dial and the assignment of programmable buttons.

Voice Call: This feature allows a voice announcement to be made, or a conversation to begin, through the speaker of another telephone in the system.

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Trunk Answer	Feature	800
Voice Call	Feature	66
Voice Call Deny	**Feature**	**88**

Bolded features can be cancelled by pressing [Feature] [#] followed by the feature code.

Feature Code Quick Reference (by feature code)

Feature *	0	Button Inquiry
Feature *	1	Programming Outside Autodial onto a Memory Button
Feature *	2	Programming Inside Autodial onto a Memory Button
Feature *	3	Programming Features onto a Memory Button
Feature *	4	Programming Personal Speed Dial
Feature *	501	English Language
Feature *	502	Alternate Language
Feature *	6	Ring Type
Feature *	7	Contrast Adjustment
Feature *	80	Ring Volume Adjustment
Feature *	9	Run/Stop
Feature	0	Speed Dial
Feature	**1**	**Send Message**
Feature	**2**	**Ring Again**
Feature	3	Conference
Feature	**4**	**Call Forward**
Feature	5	Last Number Redial
Feature	60	Page General
Feature	61	Page to Internal Page Zone
Feature	62	Page External
Feature	63	Page to Page Zone and External Page
Feature	64	Line Pool
Feature	**65**	**Reply Message**
Feature	66	Voice Call
Feature	67	Saved Number Redial
Feature	68	Restriction Password
Feature	69	Priority Call
Feature	70	Transfer
Feature	71	Link
Feature	72	Timed Release
Feature	74	Call Park
Feature	75	Call Pickup
Feature	77	Call Duration Timer
Feature	78	Pause
Feature	79	Exclusive Hold
Feature	800	Trunk Answer
Feature	**85**	**Do Not Disturb**
Feature	**86**	**Background Music**
Feature	**87**	**Night Service**
Feature	**88**	**Voice Call Deny**

Bolded features can be cancelled by pressing [Feature] [#] followed by the feature code.

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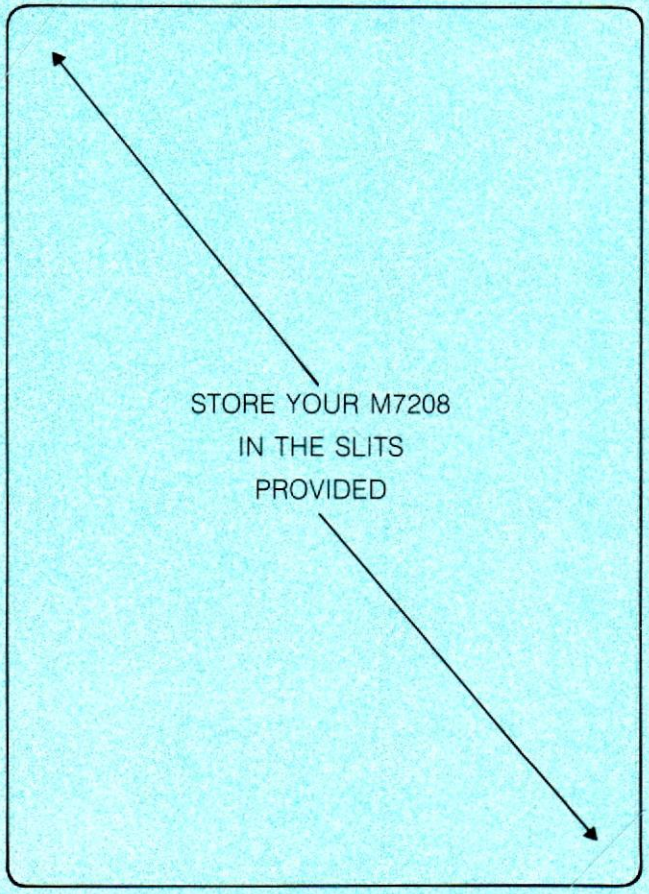
P0698666 Issue 02
Printed in Canada

Programming Overlay for the M7310 and M7324

STORE YOUR M7310 AND M7324

Programming Overlay for the M7208



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is manufactured by Northern Telecom.
Ordering Number: P0703503 Issue 04
Printed in Canada DR2